STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

EMERGENCY PLAN

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<th>RLSE NO.</th>
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ORIGINATED BY: [Signature]

Donna M. Loy, Manager of Passenger Amenities and Facilities

DATE: 10-16-08

REVIEWED BY: [Signature]

Joe Diaz, Manager of Transportation Services

DATE: 10-16-08

APPROVED BY: [Signature]

Philip Hale, Chief of Maintenance and Engineering

DATE: 10-16-08

Carlos Tobar, Chief of Operations

DATE: 10-16-08

David Armijo, Chief Executive Officer

DATE: 10-16-08
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

## HURRICANE EMERGENCY PLAN

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<td>UPDATE FOR 2009 HURRICANE SEASON</td>
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**ORIGINATED BY:**
Donna M. Loy, Manager of Passenger Amenities and Facilities

**DATE:**
5-26-09

**REVIEWED BY:**
Joe Diaz, Director of Operations

**DATE:**
5-26-09

**APPROVED BY:**
David Armijo, Chief Executive Officer

**DATE:**
5-27-09
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

# HURRICANE EMERGENCY PLAN

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<td>UPDATE FOR 2010 HURRICANE SEASON</td>
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**ORIGINATED BY:**

Donna Loy, Manager of Facilities & Passenger Amenities

Joe Diaz, Manager of Safety & Training

**REVIEWED BY:**

Sylvia Castillo, Director of Paratransit, Safety & Customer Service

Joe Escobedo, Interim Chief of Transportation

**APPROVED BY:**

David Armijo, Chief Executive Officer

**DATE:**

6-23-10

6-29-10

6-29-10

6-30-10
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1.0 **SCOPE**

This Standard Operating Procedure (SOP) pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

2.0 **PURPOSE**

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a Hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving Hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities.

3.0 **DEFINITIONS**

<table>
<thead>
<tr>
<th>HART</th>
<th>Hillsborough Regional Transit; Hillsborough Area Regional Transit; Hillsborough Area Regional Transit Authority</th>
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<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>DFM</td>
<td>Director of Fleet Maintenance</td>
</tr>
<tr>
<td>CAO</td>
<td>Chief Administrative Officer</td>
</tr>
<tr>
<td>COSD</td>
<td>Chief of Service Development</td>
</tr>
<tr>
<td>CFO</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>COO</td>
<td>Chief Operating Officer</td>
</tr>
<tr>
<td>COT</td>
<td>Chief of Transportation</td>
</tr>
<tr>
<td>DGA</td>
<td>Director of Government Affairs</td>
</tr>
<tr>
<td>CPPD</td>
<td>Chief of Planning and Program Development</td>
</tr>
<tr>
<td>MPAF</td>
<td>Manager of Passenger Amenities and Facilities</td>
</tr>
<tr>
<td>AMPAF</td>
<td>Assistant Manager of Passenger Amenities and Facilities</td>
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<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
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<td>TCC</td>
<td>Transportation Command Center</td>
</tr>
<tr>
<td>FMCC</td>
<td>Fleet Maintenance Command Center</td>
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<tr>
<td>Plan</td>
<td>Hurricane Emergency Plan</td>
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</table>
4.0 REFERENCES

The Saffir/Simpson Hurricane Scale
National Weather Service
Hillsborough County Emergency Operations Center

5.0 FORMS

Staff Pre-Hurricane Assignment Card
Staff Post-Hurricane Assignment Card
Operators Pre-Hurricane Evacuation Card
Operators Post-Hurricane Evacuation Card
Vehicle – Equipment Usage Card
Vehicle Parking Locator

6.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

Generators
Purchase sufficient amounts of fuel - fuel all vehicles
Flashlights/Lanterns/Batteries
Two new batteries for each walkie-talkie (annual replacement)
Non-perishable food
Drinking Water
Non-electric can opener
First aid supplies
Portable radio with batteries
Coolers
Camping stove with fuel and/or charcoal or gas grill and charcoal/briquettes
Heavy-duty rain gear (jackets, pants, knee-high boots)
Sandbags, plastic sheeting, masking tape, plywood, lexan
Toilet paper
Duct tape and large thick-ply garbage bags – to be used to cover and protect fare boxes and radios on all transit vehicles.
7.0 **PROCEDURE**

On April 1st of each year, the COT and the MPAF will initiate the annual recruitment of HART personnel for the HART Emergency Response Team. The list of voluntary and required team personnel will be in place and submitted to the COO and COT by June 1st.

Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1st of each year to determine changes that must be made. Information will be sent to the Document Control Librarian no later than May 15th.

On May 1st of each year, the MPAF shall have maintenance personnel evaluate all facilities and structures for suitability. A final report shall be made and submitted to the COO by May 21. This report will include any issues that may impact the ability of the facilities and structures to withstand hurricane conditions.

On May 1st of each year, the COT and the MPAF will review the Equipment Checklist and assure that all necessary emergency equipment is procured by May 31st.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TASK</th>
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<tbody>
<tr>
<td>April 1st</td>
<td>Administrative staff begins review of Hurricane Emergency Plan</td>
</tr>
<tr>
<td>May 1st</td>
<td>Evaluation of facilities &amp; structures completed. FEMA card distributed to department managers.</td>
</tr>
<tr>
<td>May 1st</td>
<td>COT &amp; MPAF to review Equipment Checklist and proceed with any required procurement process</td>
</tr>
<tr>
<td>May 15th</td>
<td>Changes to information within Hurricane Emergency Plan to be sent to Document Control Librarian for processing</td>
</tr>
<tr>
<td>May 15th</td>
<td>Copy of Plan sent to key personnel for review &amp; comment prior to June 1st</td>
</tr>
<tr>
<td>May 21st</td>
<td>MPAF to submit evaluation of facilities &amp; structures report to COO</td>
</tr>
<tr>
<td>May 31st</td>
<td>All required equipment should be procured and on property</td>
</tr>
<tr>
<td>June 7th</td>
<td>Copy of Plan sent to Chiefs for review and comment prior to briefing</td>
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<tr>
<td>Prior to June 15th</td>
<td>COT to conduct briefing on the Hurricane Emergency Plan to CEO and Executive Staff</td>
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7.1 **Executive Staff**

A. On June 15th of each year, the COT will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified/designated for each department.
2. A review of the “Information to Be Updated Yearly” checklist will be conducted for annual assignment of responsibilities.
3. Each employee will review/clarify his or her assignment functions and responsibilities.
4. A copy of the Plan will be sent to all Chiefs for review prior to the June 1st briefing.

5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 1st.

B. Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional emergency procedures will be identified as they pertain to the individual departments.

7.2 Managers

A. Ensure that all department personnel are familiar with and have reviewed the Plan.

B. Initiate annual voluntary "sign-up" of Operations Division employees for the ERT.

C. Identify supervisory personnel who will be assigned to the ERT.

D. Coordinate assignment of all ERT members.

E. Identify areas safe to store equipment (i.e.: staff vehicles, vans, buses, streetcars).

F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).

G. Coordinate emergency purchasing agreements with Purchasing Department (onsite/offsite fuel).

1. Offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, LLC located at 8509 E. Martin Luther King, Tampa, FL 33610 under Purchase Order #1774C.

H. Ensure the availability of petty cash on hand (minimum $1,000).

I. Coordinate with the EOC regarding the status of emergency operations.

J. Coordinate with HART's COSD for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #’s).

K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.

L. Address onsite/offsite security issues.

M. Contact contract security services.

N. Contact all offsite emergency vehicle storage sites to secure MOUs.

O. Ensure that safety procedures are in place, practiced and maintained by all personnel.
P. Prepare/update list of buses/vans most suitable for EOC evacuation and HART service.

7.3 Chief Executive Officer

A. By June 15th of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

8.0 GENERAL INFORMATION

The HART generator at the 21st Avenue facility powers the entire administration building. The emergency lights in the offices and hallways of the main maintenance and preventive maintenance buildings will stay on for approximately twenty-five (25) minutes from the time they are first activated. The fueling area and the maintenance supervisors’ office will receive power from the maintenance generator.

It is imperative to assure that all HART vehicles are fueled to “full”, HART 21st Avenue fuel storage tanks are filled to maximum capacity, and arrangements are made throughout the hurricane season for offsite fueling locations once a Hurricane Warning goes into effect.

The offsite diesel fueling location for the 2010 Hurricane season is Efficiency Enterprises of Tampa, LLC located at 8509 E. Martin Luther King, Tampa, FL 33610. Fuel should be purchased under Purchase Order #1774C.

HART leases four (4) satellite telephones for use during prolonged telephone service outages. COT will direct the distribution of the satellite phones as follows:

A. CEO
B. COT
C. COO
D. Dispatch

In addition to having individual/specialized departmental procedures, each department should also submit an ERT volunteer list for those staff members who are willing to assist at the 21st Avenue and Ybor City facilities.

9.0 INFORMATION TO BE UPDATED YEARLY

A. Detailed Individual Departmental Procedures
B. Equipment and Supplies Inventory
C. HART Voluntary Hurricane Emergency Response Team Lists
D. EOC Emergency Routing and Maps
E. Hurricane Disaster Shelter List

F. Dedicated Hurricane Bus and Van List

G. Dispatch 24 hour Coverage and Personnel Schedule

H. Customer Service Personnel Schedule

I. Media Fax Numbers for Public Outreach

J. Disabled Clients/Agencies/Organizations Lists

K. Walkie-Talkie List

L. Vehicle Storage Locations

M. Contracts, MOUs, MOAs

10.0 ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COT and the EOC. When the HART representative receives the warning that landfall is an estimated 72 hours out, he/she will alert the COT who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment K – Departmental Telephone Contact Tree for notification progression.

10.1 Boarding and Securing Facilities

A. Prior to the direct strike of a hurricane, the MPAF will ensure that the following safety precautions have been met at all HART facilities:

1. Board up windows and openings. Secure outside objects.
2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
3. Disconnect and, if necessary, relocate all computerized equipment.
4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
5. Where possible, move all items away from windows.
6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. The filing cabinet will be covered with poly, taped, and left in the room.
7. All office equipment, computers, etc. should be placed on a solid object at least two feet above the floor. They shall be covered in poly and taped.
8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.

B. Facilities maintenance personnel must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.

10.2 Information Systems (IS)

A. Backup all computer data to one or more sources.

10.3 Risk and HARTPLUS

A. The ERT will be responsible for moving all critical files from annex buildings to the administration building and/or archive container.

10.4 Fleet Movement

A. For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.

**Hurricane Vehicle Dispersal Plan**

**Fixed Route**

<table>
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<tr>
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<td>Big Bus</td>
<td>16</td>
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<tr>
<td>1001 – 1029</td>
<td>Big Bus</td>
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<tr>
<td>2425 – 2427</td>
<td>Hybrid Bus</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>48</td>
</tr>
<tr>
<td><strong>Yukon</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2901 – 2930</td>
<td>Big Bus</td>
<td>30</td>
</tr>
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<td>2701 – 2705</td>
<td>Trolley</td>
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** 2000 Series Contingency fleet—14 small buses stored at American Frame & Axle—Fleet Maintenance will make a business decision to move them based on storm category/intensity.

B. Once this process is activated, Fleet Maintenance and Transportation will work together to determine the need to move HARTPlus vehicles, and any NRV’s to the offsite Yukon and USF locations.

C. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.

11.0 EMPLOYEE NOTIFICATION PROCESS

A HART representative will be located at the EOC and will be the point of contact for all information between the COT and the EOC. When the HART representative receives the warning that landfall is an estimated 72 hours out, he/she will alert the COT who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment K – Departmental Telephone Contact Tree for notification progression.

11.1 Pre-Storm

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.

B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.

1. The work status of all Operations Division personnel will be determined by the COO.
2. The DFM, or designee, will determine the work status of all fleet maintenance employees.
3. The appropriate division Chiefs will determine the work status of all other HART personnel.
4. An Operations’ briefing room will be set up in the transportation building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline
number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. The Dispatch Hotline number is (813) 626-3548. If this number is unavailable, call (813) 626-5833.

E. All fleet maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT maintenance personnel will be relieved first. All maintenance personnel, once relieved of duty are to call the maintenance line daily at (813) 623-5835, ext. 1177 at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.

F. Employees are required to notify either Dispatch or Maintenance and leave a contact phone number if they are forced to relocate.

11.2 Post-Storm

A. All Hart personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. If you are unsure of your status call the Dispatch Hotline number at (813) 626-3548 (bargaining) or your immediate supervisor (non-bargaining).

D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

F. Non-essential personnel will be assigned to emergency support functions on an "as needed" basis.

G. Post hurricane operations will deal primarily with the following priorities:
   1. Recovery - Damage assessment (facilities, vehicles, and property)
   2. Communication - Call back/contact of HART personnel
   3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief's briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the Hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART
departments. The CCC will be located in the 21st Ave. main conference room. All Chiefs and Directors will receive their instructions at this location.

J. The TCC will be located in dispatch and the FMCC will be in the maintenance conference room.

12.0 HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
# ATTACHMENT A

## CELL PHONE LISTING

**FIHART**

Cell Phone User List (Updated 4/13/2010)

<table>
<thead>
<tr>
<th>Name</th>
<th>Area Code</th>
<th>Cell #</th>
<th>Department</th>
<th>Position</th>
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</thead>
<tbody>
<tr>
<td>Acevedo, Miguel</td>
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<td>Operations</td>
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<td>813</td>
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<td>Attack, Bob</td>
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<tr>
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</table>

- Scott, Bernard: Transit Supervisor - Transit Services Projects
- Shavalier, Mary: Chief of Planning and Communications
- Smith, Chaz: Risk Specialist III
- Stephens, Michael: Director
- Streetcar Floater: Floater
- Tamargo, Deborah: Director
- Taylor, Steve: Director of Fleet Maintenance
- Thomas, Joel: Transit Supervisor - Transit Services Projects
- Trout, Robert: Public Information Coordinator
- Vita, Lois: Risk Specialist III
- Watt, David: Director - Facilities and Construction
- Weakland, Les: Project Manager II
- Wicktor, Tim: Programmer Analyst
- Williams, Carla: Community Services Coordinator
ATTACHMENT B

GENERAL HURRICANE INFORMATION

1.0 NAMES FOR ATLANTIC STORMS

<table>
<thead>
<tr>
<th>2010</th>
<th>2011</th>
<th>2012</th>
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<tr>
<td>Alex</td>
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<td>Bonnie</td>
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<td>Beryl</td>
<td>Barry</td>
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<td>Colin</td>
<td>Cindy</td>
<td>Chris</td>
<td>Chantal</td>
<td>Cristobal</td>
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<td>Danielle</td>
<td>Don</td>
<td>Debby</td>
<td>Dorian</td>
<td>Dolly</td>
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<td>Ernesto</td>
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<td>Fay</td>
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<td>Gabrielle</td>
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<td>Hermine</td>
<td>Harvey</td>
<td>Helene</td>
<td>Humberto</td>
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<td>Isaac</td>
<td>Ingrid</td>
<td>Ike</td>
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<td>Jose</td>
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<td>Jerry</td>
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<td>Karen</td>
<td>Kyle</td>
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<td>Lisa</td>
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<td>Nate</td>
<td>Nadine</td>
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<td>Valerie</td>
<td>Van</td>
<td>Vicky</td>
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<td>Walter</td>
<td>Whitney</td>
<td>William</td>
<td>Wendy</td>
<td>Wilfred</td>
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</tbody>
</table>

Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
HART's priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County's entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 HURRICANE SCALE

Storm size or force is based on the Saffir/Simpson Hurricane Scale. This scale defines five categories as follows:

2.1 The Saffir-Simpson Hurricane Scale

<table>
<thead>
<tr>
<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage</td>
</tr>
<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
</tr>
<tr>
<td>Three</td>
<td>111-130 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>131-155 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains continuously lower than 10 feet ASL may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.</td>
</tr>
</tbody>
</table>
Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located less than 15 feet ASL and within 500 yards of the shoreline. Massive evacuation of residential areas on low ground within 5 to 10 miles of the shoreline may be required.

2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

2.2.1 Hurricane Watch

HART will ready the Hurricane Emergency Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the Emergency Operations Center announces a Hurricane Watch for Hillsborough County, the Manager of Transit Services will notify the Chief of Operations. The Chief of Operations, after approval of the CEO, will initiate the HART Hurricane Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 16) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 45 mph, HART will cancel all paratransit and streetcar services.

2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
- All ERT personnel will be advised to be on standby for the hurricane.
• Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.

• Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.

• Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation
A. Level 0 - Routine. Normal service, regular operational mode.
B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.
C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.
D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.
E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.
F. Level 5 - Full Emergency Status. HART’s 21st Avenue facilities expected to take direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY
Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.

Bulletin: Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.

Gale Warnings: A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.
Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

Hurricane Center or "Eye": The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

Hurricane Warning: A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

Hurricane Force Winds: Winds of 74 MPH (64 knots) and higher.

Hurricane Watch: An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A hurricane watch implies the possibility of dangerous conditions within 24-48 hours.

Latitude: The distance north or south of the equator, measured in degrees along the median.

Longitude: The distance east or west of Greenwich, measured in degrees.

Squall: A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

Storm Surge: The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.

Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning.

Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.
Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions
   A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
   B. Activation may be accelerated based on weather updates.
   C. Members should prepare for rapidly changing situations.
   D. Members will support numerous functions.

4.2 Team Planning Assumptions
   A. HART base radio communications could become disabled.
   B. All phone services could be disrupted, overloaded.
   C. Roads may not be passable.
   D. The ability to communicate with the EOC and our own team members may be impaired.
   E. Confusion will abound.
   F. Coordinators may find it difficult to coordinate team response.
   G. Some team members may leave the area before the impact of the disaster.
   H. Electricity, water and other public works may be disrupted.
   I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION
The DGA, or designee, shall prepare information in advance to advise HART customers of service based on data reports received from the EOC. The DGA shall prepare releases of ongoing operations as they become available from the EOC.

6.0 EMERGENCY SHELTERS
The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.
HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 HURRICANE OPERATIONS

Once actual hurricane conditions exist, all HART services and facilities will be shut down. It should be remembered that HART personnel are subject to the same environmental limitations as are members of the public.

8.0 DAMAGE ASSESSMENT/SURVEY

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the COO and CME. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, Dick Greco Plaza, sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 RECOVERY OPERATIONS

Recovery is that phase of a disaster which occurs after emergency needs have been met, the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART’s employees and the community to return to some semblance of normal operations, normal life as soon as possible.
### ATTACHMENT C – BOARD MEMBER CONTACTS

**HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY**  
2010 BOARD OF DIRECTORS (Public Use Only)

#### CITY OF TAMPA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Assistant</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fran Davin</td>
<td>8608 Snowy Owl Way, Tampa, FL 33647</td>
<td>813-977-0032</td>
<td>10/31/2011</td>
<td></td>
<td><a href="mailto:fmdavin1@verizon.net">fmdavin1@verizon.net</a></td>
</tr>
<tr>
<td>Councilman John Dingfelder</td>
<td>Secretary, City of Tampa, 315 E. Kennedy Blvd, Tampa, FL 33602</td>
<td>813-274-8133</td>
<td>03/31/2010</td>
<td>Cynthia Sarff</td>
<td><a href="mailto:Cynthia.Sarff@ci.tampa.fl.us">Cynthia.Sarff@ci.tampa.fl.us</a></td>
</tr>
<tr>
<td>David Mechanik</td>
<td>Mechanik Nuccio Williams Hearne &amp; Wecker, 305 South Blvd, Tampa, FL 33606</td>
<td>813-276-1920</td>
<td>10/31/2011</td>
<td>Karla May</td>
<td><a href="mailto:kwm@floridaandlaw.com">kwm@floridaandlaw.com</a></td>
</tr>
</tbody>
</table>

#### HILLSBOROUGH COUNTY REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Assistant</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wallace Bowers</td>
<td>Bowers Realtor, 1302 N Nebraska Ave, Tampa, FL 33602</td>
<td>813-229-2376 (work)</td>
<td>10/31/2011</td>
<td></td>
<td><a href="mailto:Wallace.bowers@verizon.net">Wallace.bowers@verizon.net</a></td>
</tr>
<tr>
<td>Michael A York Jr.</td>
<td>15712 Pinto Plaza, Tampa, FL 33624</td>
<td>813-961-9351 (work)</td>
<td>10/31/2011</td>
<td></td>
<td><a href="mailto:Michael.york@esmflorida.com">Michael.york@esmflorida.com</a></td>
</tr>
<tr>
<td>Commissioner Mark Sharpe</td>
<td>Hillsborough County BOCC, P.O. Box 1110, Tampa, FL 33601-1110</td>
<td>813-272-5735</td>
<td>11/17/2010</td>
<td>Sandra Chan</td>
<td><a href="mailto:sharpem@hillsboroughcounty.org">sharpem@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Commissioner Kevin Beckner</td>
<td>Hillsborough County BOCC, P.O. Box 1110, Tampa, FL 33601-1110</td>
<td>813-272-5735</td>
<td>11/17/2010</td>
<td>Jerry Noland</td>
<td><a href="mailto:nolandj@hillsboroughcounty.org">nolandj@hillsboroughcounty.org</a></td>
</tr>
</tbody>
</table>

#### STATE OF FLORIDA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Assistant</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. John Byczek</td>
<td>Northwest Mutual Financial Network, 15380 N. Florida Ave., Suite 102, Tampa, FL 33613</td>
<td>813-960-6900</td>
<td>10/31/2009</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allison A. Hewitt</td>
<td>Vice Chair, Creative Community Solutions, 3610 E Martin Luther King Jr. Blvd, Tampa, FL 33610</td>
<td>813-943-9910</td>
<td>10/31/2009</td>
<td></td>
<td><a href="mailto:alisonahewitt@hotmail.com">alisonahewitt@hotmail.com</a></td>
</tr>
</tbody>
</table>

#### CITY OF TEMPLE TERRACE REPRESENTATIVE

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Member Ron Govin</td>
<td>Chairperson, 6821 Bluffs Boulevard, Temple Terrace, FL 33617</td>
<td>813-899-6908</td>
<td>10/31/2011</td>
<td><a href="mailto:rgovin@mmtstamp.com">rgovin@mmtstamp.com</a></td>
</tr>
</tbody>
</table>
# ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES-2010

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holliday Lisowski</td>
<td>Deaf &amp; Hearing Connection for Tampa Bay 7821 Seminole Blvd.</td>
<td>727-399-9983</td>
<td><a href="mailto:hlisowski@dhetb.org">hlisowski@dhetb.org</a></td>
</tr>
<tr>
<td>Laura White</td>
<td>Achieve Tampa Bay 2215 E. Henry Ave. Tampa, FL 33619</td>
<td>813-239-1179</td>
<td><a href="mailto:lwhite@achievetampabay.org">lwhite@achievetampabay.org</a></td>
</tr>
<tr>
<td>Sheryl Brown or</td>
<td>Tampa Lighthouse for the Blind 1106 W. Platt St. Tampa, FL</td>
<td>813-251-2407</td>
<td><a href="mailto:rehabsmgr@tampalighthouse.org">rehabsmgr@tampalighthouse.org</a></td>
</tr>
<tr>
<td>Judy Brannon</td>
<td>33606</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Millie Bucy</td>
<td>Enhanced Parent Involvement FDI RS 4210 W. Bay Villa Ave.</td>
<td>813-837-7732</td>
<td></td>
</tr>
<tr>
<td>Employment Specialist</td>
<td>Tampa, FL 33611</td>
<td></td>
<td><a href="http://www.sdhc.k12.fl.us">http://www.sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Karl DeRoche</td>
<td>Florida Lottery 1911 US Hwy 301, Ste 170 Tampa, FL 33619</td>
<td>813-744-6134</td>
<td><a href="mailto:derochek@dol.state.fl.us">derochek@dol.state.fl.us</a></td>
</tr>
<tr>
<td>Marshall Deitch</td>
<td>1431 Florida Ave. Palm Harbor, FL 34683</td>
<td>727-786-1264</td>
<td><a href="mailto:snuglrs1941@verizon.net">snuglrs1941@verizon.net</a></td>
</tr>
<tr>
<td>Brenda Ruehl</td>
<td>Self Reliance, Inc. 8901 N. Armenia Ave. Tampa, FL 33604</td>
<td>813-375-3965</td>
<td><a href="mailto:bruehl@selfreliance.org">bruehl@selfreliance.org</a></td>
</tr>
<tr>
<td>Joan Wifniewski</td>
<td>Bay Care Home Care 8020 Woodland Center Blvd Tampa, FL 33614</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill Fogarty</td>
<td>Tampa Bay Performing Arts Ctr 1010 N. Macinnes Pl., Tampa, FL 33602</td>
<td>813-222-1061</td>
<td><a href="mailto:bill.fogarty@fbpac.org">bill.fogarty@fbpac.org</a></td>
</tr>
<tr>
<td>Doris Lill</td>
<td>National MS Society 5711 Johns Rd., Ste 1301 Tampa, FL 33634</td>
<td>813-889-8363</td>
<td><a href="mailto:doris.freire@flc.nmss.org">doris.freire@flc.nmss.org</a></td>
</tr>
<tr>
<td>Art Keeble</td>
<td>Arts Council 1000 N. Ashley Dr., Ste 105 Tampa, FL 33602</td>
<td>813-276-8250</td>
<td><a href="mailto:keebles@tampaarts.org">keebles@tampaarts.org</a></td>
</tr>
<tr>
<td>Maureen Kelly</td>
<td>West Central Florida Area Agency of Aging 5905 Breckenridge Prkwy, Ste F Tampa, FL 33610</td>
<td>813-740-3888</td>
<td><a href="mailto:kelly@elderaffairs.org">kelly@elderaffairs.org</a></td>
</tr>
<tr>
<td>Sharon Door</td>
<td>West Coast Brace &amp; Limb 5311 E. Fletcher Ave. Tampa, FL 33617</td>
<td>813-985-5000</td>
<td><a href="mailto:Sharon@wcbl.com">Sharon@wcbl.com</a></td>
</tr>
<tr>
<td>Chuck Porter</td>
<td>7215 N Hubert Ave. Tampa, FL 33614</td>
<td>813-886-4163</td>
<td><a href="mailto:porterchuck@earthlink.net">porterchuck@earthlink.net</a></td>
</tr>
<tr>
<td>Pam Milbry</td>
<td>Advocacy Center for Persons with Disabilities 1000 N. Ashley Dr., Ste 513 Tampa, FL 33602</td>
<td>813-233-2920</td>
<td><a href="mailto:pamela@advocacycenter.org">pamela@advocacycenter.org</a></td>
</tr>
</tbody>
</table>
### ALLIANCE FOR CITIZENS WITH DISABILITIES-2010

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elbert Davis</td>
<td>Children's Board</td>
<td>813-229-2884 Fax: 813-228-8122</td>
<td><a href="mailto:bdavis@childrensboard.org">bdavis@childrensboard.org</a></td>
</tr>
<tr>
<td>Dan Grant</td>
<td>Epilepsy Services of West Central Florida</td>
<td>813-870-3414 Fax: 813-870-1321</td>
<td><a href="mailto:miranda@epilepsyservices.com">miranda@epilepsyservices.com</a></td>
</tr>
<tr>
<td>John Reynolds or Tony Ames or Louise Peyton</td>
<td>Division of Blind Services 415 S. Armenia Ave. Tampa, FL 33609</td>
<td>813-871-7190 Fax: 813-871-7161</td>
<td><a href="mailto:louisepeyton@dbs.fldoe.org">louisepeyton@dbs.fldoe.org</a></td>
</tr>
<tr>
<td>Karen Zinszer</td>
<td>Outpatient Coordinator TGRC P.O. Box 1289 Tampa, FL 33601</td>
<td>813-844-7270</td>
<td><a href="mailto:kzinszer@tgh.org">kzinszer@tgh.org</a></td>
</tr>
<tr>
<td>Mary Milne</td>
<td>St. Pete Times Forum 401 Channelside Dr. Tampa, FL 33602.</td>
<td>813-301-6762 Fax: 813-301-1480</td>
<td><a href="mailto:milneg@sptimesforum.com">milneg@sptimesforum.com</a></td>
</tr>
<tr>
<td>Cindy Stephens</td>
<td>Hillsborough County Schools H.A.R. C-10802 Hackney Dr. Riverview, FL 33569</td>
<td>813-677-0805 Fax: 813-677-4136 Fax 671-8262</td>
<td><a href="mailto:scstephens@hillsarc.org">scstephens@hillsarc.org</a></td>
</tr>
<tr>
<td>Connie Hayden-McPeak</td>
<td>Hillsborough County School Board 4210 W. Bay Villa Ave. Tampa, FL 33611</td>
<td>813-837-7777 Fax: 813-837-7702</td>
<td><a href="mailto:conniehaydenmcpeak@sdhc.k12.fl.us">conniehaydenmcpeak@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Ross Obanion</td>
<td>Angels Unaware P.O. Box 270040 Tampa, FL 33688</td>
<td>813-961-1159 Fax: 813-265-1656</td>
<td><a href="mailto:avihs@angelsunaware.com">avihs@angelsunaware.com</a></td>
</tr>
<tr>
<td>Richard Lilliston</td>
<td>HARC Hillsborough County 2714 W. Kirby Street Tampa, FL 33614</td>
<td>813-273-6364 Fax: 813-307-9750</td>
<td><a href="mailto:rliston@hillsarc.com">rliston@hillsarc.com</a></td>
</tr>
<tr>
<td>Ed Wifniewski</td>
<td>Hillsborough County Specialized Transportation 4023 N. Armenia Ave., Ste 300 Tampa, FL 33607</td>
<td>813-276-8999 Fax: 813-801-6823</td>
<td><a href="mailto:wifniewskie@hillsboroughcounty.org">wifniewskie@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Michael Ross</td>
<td>Project Return-Housing 304 W. Waters Ave. Tampa, FL 33604</td>
<td>813-953-9020 Fax: 813-952-0614</td>
<td><a href="mailto:mross@projectreturn.org">mross@projectreturn.org</a></td>
</tr>
<tr>
<td>Fred Fiedler</td>
<td>Project Return-Housing 1308 W. Waters Ave. Tampa, FL 33604</td>
<td>813 930-0576 Cell: 813 393-0471</td>
<td><a href="mailto:fiedler@projectreturn.org">fiedler@projectreturn.org</a></td>
</tr>
<tr>
<td>Leonard Plotkin</td>
<td>4006 Boatman Ave Tampa, FL 33624</td>
<td>813-960-0299 Cell: 610-6571</td>
<td><a href="mailto:mleonardp@jj.net">mleonardp@jj.net</a></td>
</tr>
<tr>
<td>Cindy Clark</td>
<td>Vocational Rehabilitation 9250 Bay Plaza Blvd., Ste 315 Tampa, FL 33619</td>
<td>813-740-4700 Fax: 813-740-4712</td>
<td><a href="mailto:cynthia.clark@vr.fldoe.org">cynthia.clark@vr.fldoe.org</a></td>
</tr>
<tr>
<td>Contact Name</td>
<td>Organization &amp; Address</td>
<td>Phone &amp; Fax</td>
<td>E-mail</td>
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</tr>
<tr>
<td>Sandy Sroka</td>
<td>Hillsborough County ADA Coordinator P.O. Box 1110 Tampa, FL 33601</td>
<td>813-276-2742 Fax: 813-272-5207</td>
<td><a href="mailto:srokas@hillsboroughcounty.org">srokas@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Linda Irish</td>
<td>Goodwill Industries Suncoast, Inc. Freedom Village II 5002 S. Bridge St. Tampa, FL 33611</td>
<td>813-831-6820 Fax: 813-831-6819</td>
<td><a href="mailto:Linda.irish@goodwillsuncoast.com">Linda.irish@goodwillsuncoast.com</a></td>
</tr>
<tr>
<td>Debbie Hoffer</td>
<td>Gulf Coast Community Care 13542 N. Florida Ave Tampa, FL 33613</td>
<td>Fax: 813-676-5385</td>
<td><a href="mailto:Hofferdl@elderaffairs.org">Hofferdl@elderaffairs.org</a></td>
</tr>
<tr>
<td>Alison Yeh</td>
<td>Hillsborough County – City Planning Commission / Metropolitan Planning Organization 601 E. Kennedy Blvd., Tampa, FL 33602</td>
<td>813-272-5940 Fax:</td>
<td><a href="mailto:yeha@plancom.org">yeha@plancom.org</a></td>
</tr>
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# ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross</td>
<td>813-348-4820</td>
</tr>
<tr>
<td>American Red Cross Disaster Assistance</td>
<td>1-866-438-4635</td>
</tr>
<tr>
<td>Clean City Division</td>
<td>813-931-2140</td>
</tr>
<tr>
<td>Code Enforcement</td>
<td>813-274-5545</td>
</tr>
<tr>
<td>County Special Needs Shelter Registration - Ext 6006</td>
<td>813-307-8015</td>
</tr>
<tr>
<td>Crisis Center</td>
<td>211</td>
</tr>
<tr>
<td>Emergency Operations Center</td>
<td>813-232-8890</td>
</tr>
<tr>
<td>FEMA</td>
<td>1-800-525-0321</td>
</tr>
<tr>
<td>Florida Dept. Agriculture &amp; Consumer Services</td>
<td>1-800-435-7352</td>
</tr>
<tr>
<td>Florida Dept. Financial Services Consumer Help Line</td>
<td>1-800-342-2762</td>
</tr>
<tr>
<td>Florida Division Emergency Management</td>
<td>1-850-413-6900</td>
</tr>
<tr>
<td>Hurricane Information Desk (City)</td>
<td>813-232-6861</td>
</tr>
<tr>
<td>Hurricane Information: Pre/Post Non-Emergency (County)</td>
<td>813-272-5900</td>
</tr>
<tr>
<td>Hurricane Help Line (State)</td>
<td>1-800-227-8676</td>
</tr>
<tr>
<td>McKay Bay Transfer Station/Scale House</td>
<td>813-242-7835</td>
</tr>
<tr>
<td>National Flood Insurance Program</td>
<td>1-888-356-6329</td>
</tr>
<tr>
<td>Neighborhood &amp; Community Relations</td>
<td>813-274-7835</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>813-274-8615</td>
</tr>
<tr>
<td>Poison Control Hot Line</td>
<td>1-800-222-1222</td>
</tr>
<tr>
<td>Police Department</td>
<td>813-231-6130</td>
</tr>
<tr>
<td>Public Works Emergency - After Hours</td>
<td>813-622-1940</td>
</tr>
<tr>
<td>Solid Waste Department</td>
<td>813-348-1111</td>
</tr>
<tr>
<td>Storm Water Department</td>
<td>813-622-1901</td>
</tr>
<tr>
<td>TECO</td>
<td>813-223-0800</td>
</tr>
<tr>
<td>TECO Outage</td>
<td>1-877-588-1010</td>
</tr>
<tr>
<td>Traffic/Travel Information</td>
<td>511</td>
</tr>
<tr>
<td>Tree Emergency</td>
<td>813-931-2168</td>
</tr>
<tr>
<td>Wastewater Department</td>
<td>813-259-1939</td>
</tr>
<tr>
<td>Water Department Emergency Services</td>
<td>813-274-7400</td>
</tr>
</tbody>
</table>

Please visit our website at [www.tampagov.net/neighborhoods](http://www.tampagov.net/neighborhoods) for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under "My Tampa Address."

If our office can be of further help, please do not hesitate to contact us at 274-7835.
What is HART’s emergency response team and who are its members?

The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Marketing and Public Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?

If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?

There is a complete listing of all contact numbers in the HART 2010 Hurricane Plan. Copies are available.

How do I update my contact information?

Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. If there is a change following the storm, contact your supervisor with the updated information.

What are the hurricane stages?

For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch*
- Hurricane Warning**
- Hurricane Operations
- Post Hurricane Operations

* A Hurricane Watch is issued 36 hours prior to the anticipated landfall of a hurricane.
**A Hurricane Warning is issued 24 hours prior to the anticipated landfall of a hurricane.

When does HART cease its operations?

HART will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 45 miles per hour. If a major storm is eminent, supervisors may dismiss non-operations employees after consulting with the Chief Executive Officer or his designee.

Where do I find the flood zones map?

Most hurricane guides show flood zones. Every downtown employee should have received a 2010 Channel 8 Hurricane Guide. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at: http://hillsboroughcounty.org/pgm/hazardmit/floodMap/homeownerEffects.cfm#HEZ

NOTE: There you can obtain specific information for your address.
Can I seek shelter in HART’s facilities?

No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.

Where are hurricane shelters located? (Primary/special needs/pet)

An updated list of all hurricane shelters is available on the County website at: www.hillsboroughcounty.org which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

What are the evacuation routes?

HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org

How do I help to secure facilities/equipment?

- If necessary, disconnect and relocate all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.

What documentation must I secure?

Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

What is the employee notification process (pre/during/post storm)?

- **As the storm approaches** your supervisor will advise you of the plan for the following day. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt, call your supervisor.
- **During the hurricane** do not attempt to call HART. All operations are suspended.
- **Following a major hurricane** you should contact your supervisor or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

When do I return to work?

HART will make every attempt to resume service as quickly as possible following the storm. Check with your Supervisor to see where and when to report. If you are unable to contact your Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.
Whom do I contact to find out about HART services status?

You should contact either your Supervisor or 254-HART.

Where do I report if the Ybor City Office is closed?

It is likely that in the event of a major hurricane that the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

What will be my pay status following the hurricane?

If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?

Your first duty is to your family. Contact your Supervisor to make them aware of your particular circumstances. If you are unable to contact your Supervisor, contact the 21st Avenue office (623-5835) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

What are the post hurricane operations modes?

- **Recovery** - Damage assessment (facilities, vehicles, and property)
- **Communication** - Call back/contact of HART personnel
- **Restoration** - Delivery of service

Who can be assigned emergency support functions?

Anyone. Non-operations personnel will be assigned to emergency support functions on an “as needed” basis. This could include duties related to Recovery, Communication, or Restoration.

What can I do if there is major devastation, service cannot be restored immediately, and I can’t return to my work assignments?

If the “big one” makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT G – PROGRESSIVE SERVICE REDUCTION AND REINSTITUTION

1.0 Level “A” Reduction

Operation of Local Service
Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Service
Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Service
Continue in operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
Continue in normal service as weather conditions and manpower availability permit.

2.0 Level “B” Reduction

Operation of Local Service
Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Service
No service provided.

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
Continue in normal service as weather conditions and manpower availability permit.

3.0 Level “C” Reduction

Operation of Local Service
Transportation will run a “Reduced Route” weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to
do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

See “Reduced Route” Weekday Service Routes in 8.0 below.

**Weekday Express Service**
No service provided.

**HARTPlus Service**
Further reduced and continued operation based on fixed route level of operation.

**HARTFlex Service**
Continue in normal service as weather conditions and manpower availability permit.

**Streetcar Service**
Continue in normal service as weather conditions and manpower availability permit.

### 4.0 Level “D” Reduction

**Operation of Local Service**
Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Service**
No service provided.

**HARTPlus Service**
Further reduced and continued operation based on fixed route level of operation.

**HARTFlex Service**
Continue in normal service as weather conditions and manpower availability permit.

**Streetcar Service**
Continue in normal service as weather conditions and manpower availability permit.

### 5.0 Level “E” Reduction

**Operation of Local Service**
Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Service**
No service provided.
HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
Continue in normal service as weather conditions and manpower availability permit.

6.0 Level “F” Reduction

Operation of Local Service
Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART’s involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Service
No service provided.

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
Continue in normal service as weather permits

7.0 Level “G” Reduction
All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

HARTPlus Service
No service provided.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

8.0 Route Information as of March 7, 2010

Current weekday local service routes
1, 2, 4, 5, 6, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, 89. (South County 87, 88), (In Town Trolley 96, 97). Total number of local weekday routes = 32

Current weekday express service routes
20, 22, 24, 25, 27, 28, 35, 47, 50, 51, 59, 200. Total number of weekday express routes = 12

Current Saturday service routes
1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, 96, 97. Total number of Saturday local routes = 21

Current Sunday service routes
1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

"Reduced Route" Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C
1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (Additionally - 16, 33, 37 if manpower allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of March 7, 2010

Express Manpower Requirements
20X = 2 AM / 2 PM 35LX = 2 AM / 2 PM
22X = 2 AM / 2 PM 47LX = 2 AM / 2 PM
23X = 2 AM / 2 PM 50X = 2 AM / 2 PM
24X = 5 AM / 6 PM 51X = 2 AM / 2 PM
25X = 6 AM / 7 PM 59LX = 4 AM / 4 PM
27X = 3 AM / 2 PM 200X = 6 AM / 4 PM
28X = 2 AM / 2 PM Total = 40 AM / 39 PM

Manpower Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – AM and possible PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>Service Level</td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Service Level B</strong></td>
<td></td>
</tr>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Streetcar</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Service Level C</strong></td>
<td></td>
</tr>
<tr>
<td>Bus</td>
<td>40 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Streetcar</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Service Level D</strong></td>
<td></td>
</tr>
<tr>
<td>Bus</td>
<td>42 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
</tbody>
</table>
### Service Level E

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus</strong></td>
<td>36 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
</tbody>
</table>

### Service Level F

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus</strong></td>
<td>Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided– one (1) bus and operator on each route</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
</tbody>
</table>

EOC Hurricane Evacuation Routing Manpower/Operator Requirement
Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

Moving of HART vehicles to off-site locations – Yukon and USF.
Depending on what time this movement begins and how much time is left after all other services have begun to cease, anywhere from ten (10) to fifty (50) operators will be required to perform this function.
10.0 Hours of Operation for Hurricane Team Operators

Current HART/ATU contract language reads as follows:

**ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES**

3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time.

11.0 Additional Contract Language Related to Hurricane Operations

**ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE**

1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority’s services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority’s operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.

4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the ‘Emergency Response Team’ will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.
5. Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.

6. Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.

12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators’ reports at 0350hrs and runs to 1400hrs - second group of operators’ reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon.
ATTACHMENT H – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer’s instructions. The manufacturer’s instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. “Secured” means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
3.0  EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:

- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire, (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

**NOTE:** If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check for passengers, including lavatory, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
### 1.0 TELEVISION STATIONS

**Bay News 9**  
E-mail: desk@baynews9.com  
Newsroom phone: (727) 329-2400  
Fax: (727) 329-2434  
*First contact, if possible*

**WFLA-Ch. 8 (NBC)**  
E-mail: news@wfla.com  
Newsroom phone: (813) 221-5788  
Fax: (813) 225-2770

**WTYT-Ch. 13 (FOX)**  
E-mail: news@wtvt.com  
Newsroom phone: (813) 970-9630  
Fax: (813) 871-3135

**WTSP-Ch. 10 (CBS)**  
E-mail: desk@tampabays10.com  
Newsroom phone: (727) 577-8550

**WFTS-Ch. 28 (ABC)**  
E-mail: newstips@wfts.com  
Newsroom phone: (813) 354-2800  
Fax: (813) 870-2828

**WUSF-TV Ch. 16 (PBS)**  
E-mail: news@wusf.org  
Phone: (813) 974-4000  
Fax: (813) 974-4806

**WVEA-Ch. 62 (Univision)**  
E-mail: noticiastampa@entrevision.com  
Phone: (813) 998-3662  
Fax: (813) 998-3660

**WRMD-Ch. 57 (Telemundo)**  
E-mail: tampas57@aol.com  
Phone: (813) 319-5757  
Fax: (813) 319-0029

### 2.0 RADIO

**Clear Channel:**  
E-Mail: rcbauer@clearchannel.com  
Phone: (813) 832-1000  
Fax: (813) 831-6397  
WBTP-FM 95.7 (the Beat)  
WXTB-FM 97.9 (98 Rock)  
WMTX-FM 100.7 (Mix)  
WFUS-FM 103.5 (USS)  
WFLZ-FM 93.3 (93-3 FLZ)  
WHNZ-AM 1250  
WDAE-AM 620 (The Sports Animal)

**WFLA-AM 970**  
news@970wfla.com  
News tip line: (813) 831-9797

**Cox Radio**  
E-Mail: tom.paleveda@coxtampa.com  
Phone: (727) 579-2000  
Fax: (727) 579-2662  
WWRM-FM 94.9 (Magic)  
WUDV-FM 105.5 (Dove)  
WPOI-FM 101.5 (Point)  
WXGL-FM 107.3 (The Eagle)  
WHPT-FM 102.5  
WSUN-FM 97.1 (97X)

**CBS Radio**  
E-Mail: rblock@wsjt.com  
Phone: (727) 563-8941  
Fax: (727) 563-8902  
WLLD-FM 98.7 (Wild)  
WSJT-FM 94.1  
WRBO-FM 104.7  
E-Mail: mike.culotta@csbs.com  
Phone: (813) 637-7625  
Fax: (813) 289-0408  
WQYK-FM 99.5  
WQYK-AM 1010  
WYUU-FM 92.5
### 3.0 ALTERNATE MEDIA

**Centro Capsulas**

E-Mail: kcoronado@centrotampa.com  
Phone: (813) 259-7197  
Fax: (813) 259-8278

**WMNF-FM 88.5**

E-Mail: newsroom@wmnf.org  
Phone: (813) 238-8001 ext. 18  
Fax: (813) 238-1802

**WUSF-FM 89.7**

E-Mail: news@wusf.org  
Phone: (813) 974-8700  
Fax: (813) 974-5016

**WWBA-AM 1040**

E-Mail: studio@wwba1040.com  
Phone: (813) 281-1040  
Fax: (813) 281-1948

**WWMI-AM 1380 (Radio Disney)**

E-Mail: drew.rashbaum@abc.com  
Phone: (727) 577-4500  
Fax: (727) 579-1340

**WRMD-AM 680 (Tropical)**

E-Mail: none  
Phone: (813) 319-5757  
Fax: (813) 319-5758

**WAMA-AM 1550**

E-Mail: none  
Phone: (813) 319-5757  
Fax: (813) 319-5758

**WTMP-AM 1150 and FM 96.1**

E-Mail: loumuhammad@tamabroadcasting.com  
Phone: (813) 620-1300  
Fax: (813) 628-0713

### 4.0 RADIO TRAFFIC

**Metro Traffic Control**

E-Mail: tampa_producer@metronetworks.com  
Phone: (813) 875-8500  
Fax: (813) 876-5125

### 5.0 NEWSPAPERS

**Tampa Tribune**

E-Mail: news@tampatrib.com  
Newsroom phone: (813) 259-7600  
Fax: (813) 259-7676

**St. Petersburg Times**

Tampa Bureau  
E-Mail: tampa@sptimes.com  
Newsroom phone: (813) 226-3366  
Fax: (813) 226-3381

**Florida Sentinel Bulletin**

E-Mail: ghayes@fsentinel.com

**La Gaceta**

E-Mail: pguzzo@lagacetanewspaper.com  
Phone: (813) 248-3921  
Fax: (813) 247-5357

**Centro Mi Diario**

E-Mail: mballagas@centrotampa.com  
Phone: (813) 259-7196  
Fax: (813) 259-8278
6.0 CONSTANT CONTACT E-MAIL LIST

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7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Relations division will make use of the "Constant Contact" online e-mail service to issue alerts to media, community service organizations and key HART staff during an emergency.

- Utilizing HART’s account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers.
- The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.
- A hard copy of the e-mail list is included in this hurricane plan.
- In the event that no Internet access is available, a phone list of primary media contacts is provided for emergency alerts.
- The Public Information Officer and Chief of Government Affairs are the primary users of Constant Contact. If these staff members are not available to issue alerts, the emergency telephone/fax list can be used to contact key newspapers, TV and radio stations.
HART Storm Service Status

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION) PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - June 11, 2007 - With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services service on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTInfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.

(Include the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(Include the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC), HART's Emergency Evacuation Bus Routes will begin operation at (time) on (day). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.HART.org or by calling the HARTInfo Line at (813) 254-HART (4278).

Areas not covered by HART's Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6900. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(Include the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART's Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.HART.org, and click on "Emergency Evacuation Routes."
8.0 BAY NEWS 9 NOTIFICATION AGREEMENT

HART has renewed an agreement with Bay News 9 to be a primary source of public information regarding service interruption, evacuation route service, or other emergency alerts.

- HART staff will contact Bay News 9 assignment desk at (888) 437-1239 or (727) 329-2400 in the event of an emergency and provide necessary information.
- When possible, HART will contact Bay News 9 first, and then distribute information to other media.
- To verify that the information provided is accurate, Bay News 9 will ask us for our pre-established code word, which is "TRANSIT."
- Bay News 9 will then announce our emergency information as soon as possible.
- EMPLOYEE ALERTS – All HART employees who have access to Bay News 9 should monitor them closely for announcements on when to return to work. We will utilize this agreement to get the word out to as many employees as possible. Employee alerts will also be issued to all other media as usual for those who do not have Bright House Networks cable system, but only Bay News 9 has agreed to carry all of our emergency information.

A copy of the signed agreement and cover letter is included in the HART Hurricane Plan.
Office of Infrastructure Protection
Tampa Area Hurricane Analysis Summary

Scenario Storm Characteristics
- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St Petersburg, and Orlando FL

<table>
<thead>
<tr>
<th>Population within Potential Surge Zones</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>(population within each flood depth range)</td>
<td></td>
</tr>
<tr>
<td>16+ feet</td>
<td>2,400</td>
</tr>
<tr>
<td>11-15 feet</td>
<td>22,500</td>
</tr>
<tr>
<td>9-10 feet</td>
<td>27,100</td>
</tr>
<tr>
<td>6-8 feet</td>
<td>98,700</td>
</tr>
<tr>
<td>1-5 feet</td>
<td>602,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Population Impacted by Potential Power Outages</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>(widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida)</td>
<td></td>
</tr>
<tr>
<td>Times to restoration after damage assessment</td>
<td></td>
</tr>
<tr>
<td>7 days</td>
<td>75% restored</td>
</tr>
<tr>
<td>10+ days</td>
<td>Fully restored</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimated Economic Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct costs for business interruptions</td>
</tr>
<tr>
<td>Total costs for business interruptions</td>
</tr>
</tbody>
</table>

Facilities of Interest

<table>
<thead>
<tr>
<th>Facilities of Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Seaports</td>
</tr>
<tr>
<td>Port of Tampa, FL</td>
</tr>
<tr>
<td>Major Transportation Routes</td>
</tr>
<tr>
<td>I-75</td>
</tr>
<tr>
<td>Expected Major Airport Closures</td>
</tr>
<tr>
<td>Orlando International</td>
</tr>
<tr>
<td>Tampa International</td>
</tr>
<tr>
<td>Water Distribution Treatment Plants (impacted by potential storm surge)</td>
</tr>
<tr>
<td>Tampa Bay Groundwater Treatment Plant</td>
</tr>
<tr>
<td>Major Wastewater Treatment Facilities (large plants impacted by storm surge)</td>
</tr>
<tr>
<td>Howard F. Curran Advanced Wastewater Treatment Plant</td>
</tr>
</tbody>
</table>
## Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td></td>
<td>• Could impact the citrus crop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Local damage will be severe but is unlikely to impact the broader market for agricultural commodities</td>
</tr>
<tr>
<td>Banks &amp; Finance</td>
<td>L</td>
<td>• No long-term impacts expected due to backup systems but electronic transfers could be affected due to loss of electric power and telecommunications services</td>
</tr>
<tr>
<td>Chemical Plants</td>
<td>M</td>
<td>• Primary Tampa-area chemical facilities process locally-mined ammonia phosphates for use in agriculture, and represent 64% of U.S. processing capacity</td>
</tr>
<tr>
<td>Commercial Facilities</td>
<td>L</td>
<td>• Impacts not major, loss of business due to electric power outages</td>
</tr>
<tr>
<td>Dams</td>
<td></td>
<td>• Not analyzed</td>
</tr>
<tr>
<td>Defense Industrial Base</td>
<td></td>
<td>• Not analyzed</td>
</tr>
<tr>
<td>Emergency Services</td>
<td></td>
<td>• Emergency responder delays expected due to transportation, electrical power, and telecommunications disruptions</td>
</tr>
<tr>
<td>Energy: Electric Power</td>
<td>L</td>
<td>• Widespread power outages expected around the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Localized outages expected in the rest of the study area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 75% restoration expected within 7 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Full restoration may take over 10 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 4 compressor stations and no processing plants in affected area</td>
</tr>
<tr>
<td>Energy: Natural Gas</td>
<td></td>
<td>• No refineries in the area</td>
</tr>
<tr>
<td>Energy: Petroleum</td>
<td>H</td>
<td>• Many refined products are imported through the Port of Tampa. If this port is damaged there could be fuel shortages in the area</td>
</tr>
<tr>
<td>Government Facilities</td>
<td></td>
<td>• Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Information Technology</td>
<td></td>
<td>• Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>National Monuments</td>
<td>L</td>
<td>• Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Nuclear Facilities</td>
<td>L</td>
<td>• No nuclear power plants in the study area</td>
</tr>
<tr>
<td>Postal &amp; Shipping</td>
<td>M</td>
<td>• Expect delays due to transportation impacts</td>
</tr>
<tr>
<td>Hospitals &amp; Nursing Homes</td>
<td></td>
<td>• Evacuations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities</td>
</tr>
<tr>
<td>Telecomms: Wireline</td>
<td>H</td>
<td>• Expect damage to telecommunications infrastructure (poles and overhead lines) especially in the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Restoration of full service may take weeks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Not analyzed</td>
</tr>
<tr>
<td>Telecomms: Wireless</td>
<td></td>
<td>• Ground transportation impacts due to flooding and debris and IFG could be impacted due to flooding and storm debris</td>
</tr>
<tr>
<td>Transport: Road/Rail</td>
<td>B</td>
<td>• Potential airport closures in Tampa and Orlando</td>
</tr>
<tr>
<td>Transport: Airports</td>
<td>H</td>
<td>• Port of Tampa expected to be impacted</td>
</tr>
<tr>
<td>Transport: Seaports</td>
<td>H</td>
<td>• Area relies on petroleum products shipped through this port</td>
</tr>
<tr>
<td>Water: Drinking Water</td>
<td>M</td>
<td>• Two regional water treatment plants comprise the Tampa Bay water supply</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Water distribution relies on pumps which are reliant on electric power to transport fluids</td>
</tr>
<tr>
<td>Water: Wastewater</td>
<td>M</td>
<td>• Howard F. Curren Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains</td>
</tr>
</tbody>
</table>
TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors' six previous years of seasonal forecasts for Atlantic TC activity between 2001-2006.

<table>
<thead>
<tr>
<th>Year</th>
<th>7 Dec. 2000</th>
<th>Update 6 April</th>
<th>Update 7 June</th>
<th>Update 7 August</th>
<th>Obs.</th>
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<tbody>
<tr>
<td>2001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Hurricanes</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>No. of Named Storms</td>
<td>9</td>
<td>10</td>
<td>12</td>
<td>12</td>
<td>15</td>
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<tr>
<td>No. of Hurricane Days</td>
<td>20</td>
<td>25</td>
<td>30</td>
<td>30</td>
<td>27</td>
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<tr>
<td>No. of Named Storm Days</td>
<td>45</td>
<td>50</td>
<td>60</td>
<td>60</td>
<td>63</td>
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<tr>
<td>Hurr. Destruction Potential</td>
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<td>65</td>
<td>75</td>
<td>75</td>
<td>71</td>
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<tr>
<td>Intense Hurricanes</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Intense Hurricane Days</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Net Tropical Cyclone Activity</td>
<td>90</td>
<td>100</td>
<td>120</td>
<td>120</td>
<td>142</td>
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</table>

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<td>2002</td>
<td></td>
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<tr>
<td>No. of Hurricanes</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>4</td>
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<td>No. of Named Storms</td>
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<td>12</td>
<td>11</td>
<td>9</td>
<td>8</td>
<td>12</td>
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<td>No. of Hurricane Days</td>
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<td>30</td>
<td>25</td>
<td>12</td>
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<td>11</td>
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<tr>
<td>No. of Named Storm Days</td>
<td>70</td>
<td>65</td>
<td>55</td>
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<td>25</td>
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<tr>
<td>Hurr. Destruction Potential</td>
<td>90</td>
<td>85</td>
<td>75</td>
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<td>31</td>
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<tr>
<td>Intense Hurricanes</td>
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<td>3</td>
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<td>1</td>
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<td>Intense Hurricane Days</td>
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<td>2</td>
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<td>2.5</td>
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<td>Net Tropical Cyclone Activity</td>
<td>14</td>
<td>125</td>
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<td>60</td>
<td>45</td>
<td>80</td>
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<tr>
<td>2003</td>
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<tr>
<td>No. of Hurricanes</td>
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HURRICANE EMERGENCY PLAN

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HOW TERRORISTS MIGHT EXPLOIT A HURRICANE

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaida to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target evacuation routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable, their locations shift, and intensity varies. However, it is conceivable that a terrorist group like al-Qaida, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.
• Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.

• Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

THREATS ON SITE AND THE HURRICANE LIFECYCLE

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

Entire Life Cycle

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.
## Entire Hurricane Lifecycle

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Hostage Situation or Attack on Evacuation Shelters | • High value target to incite panic  
• Destroying a place of refuge will cause a loss of confidence in the government's ability to protect its citizens | • Mass of population along transportation infrastructure (e.g. bridges, tunnels)  
• Minimal security, numerous bags and suitcases, concentrated population  
• Manned by volunteers (e.g.-lax security) |
| Cyber attacks                          | • Confusion  
• Economic impact  
• Public agitation  
• Confusion through erroneous information | • Terrorists may exploit key web sites to pass erroneous information  
• May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc  
• Denial of service, network intrusions, release of malicious codes |
| Impersonation of first responder personnel | • Moderate Panic | • Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance |
Pre-Event

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
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</table>
| Targeting of Evacuation Routes | • Mass panic  
• Possible high casualties  
• Destabilization  
• Loss of public confidence in the government  
• Immobile population  
• Increased media coverage | • Soft target  
• Mass of population along the transportation infrastructure (key choke points)  
• High profile nature  
• Clearly identified evacuation routes susceptible to attack  
• Could lead to a failure to evacuate | |
| Critical Infrastructure Surveillance | • Low initial value; yet useful information for future attacks  
• Detailed reconnaissance opportunity | • Preparation procedures may be easily observed  
• Terrorists adapt strategically not tactically | |
| Targeting of a shopping mall, grocery store or home improvement center as public prepares | • Possible high casualties  
• Destabilization and fear  
• Panic  
• High media coverage | • Congregation of population  
• Low security | |
During Event

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

### During Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attack on Critical Infrastructure and Key Assets</td>
<td>• High shock value</td>
<td>• Decreased security presence</td>
</tr>
<tr>
<td></td>
<td>• Low panic since population is immobile</td>
<td>• Weakened infrastructure from a natural event</td>
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<tr>
<td></td>
<td></td>
<td>• Hostage opportunities</td>
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<tr>
<td></td>
<td></td>
<td>• Potential reduction of personnel</td>
</tr>
<tr>
<td>Cyber attack on 9-11 Call Centers</td>
<td>• Moderate public panic</td>
<td>• Increased reliance on emergency communications during an event</td>
</tr>
<tr>
<td>Emergency Broadcast Network</td>
<td></td>
<td>• Increased volume may impact system</td>
</tr>
<tr>
<td>Physical or Cyber Attack on Communication Towers and Infrastructures</td>
<td>• Confusion</td>
<td>• Communication is critical to respond to an attack, but is potentially vulnerable to a target attack, either cyber or physical</td>
</tr>
<tr>
<td></td>
<td>• Hamper ability to respond</td>
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<td></td>
<td>• Loss of life</td>
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<td></td>
<td>• Incite panic</td>
<td></td>
</tr>
<tr>
<td>Increased Access, Ability to Attack via Tidal Surge</td>
<td>• Variable depending on what target and the method of attack</td>
<td>• May utilize flooding to access infrastructure</td>
</tr>
<tr>
<td></td>
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<td>• Tidal surge may destroy key security measures at facilities</td>
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<td></td>
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<td>• May provide access via water to critical sites, attacks on dams</td>
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</table>
Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
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| Contamination in Distribution Chain of Emergency Relief | • Stress public health system  
• Increase media coverage  
• Further destabilization | • Low security  
• New distribution mechanisms without clarified roles |
| Bomb threats or CBW Hoax                     | • Panic                                     | • High alert of the public  
• Weakened emergency response capabilities  
• Overloading of hospitals and health care infrastructure |
|                                             | • Stress public health system  
• Increase media coverage |                                        |

Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.
HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)

The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.

I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be
more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today’s connected world.

III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.

These suggested items are not intended to replace a company’s or facility’s Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID’s/passwords).

Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.

Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED’s, and controllers associated with the system under control prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.
- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.
- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to by-pass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.
- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.
- Ensure hardware has current firmware (with security updates) installed.
- Ensure systems are set to fail in a “safe” mode.
- Ensure hardware is configured in compliance with established security policies and procedures.
- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

Verify Software

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.
- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).
- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
Patch and test any new systems or components that will be installed.
Test that anti-virus software will not impact control system performance.
- Ensure systems are set to fail in a "safe" mode.
- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.
- Systems should be secured before being attached to a network. Software downloads should be performed from systems "trusted" to be secure.

Secure Remote Support
- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
  - If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.
  - Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.
  - Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

Secure Communication Paths
- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.
- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.
- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cyber security measures are implemented.
If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.

- Secure control network internal communications.
- Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.

Safely and Securely Start Control Processes

- Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.
- Ensure safety systems are in place and operating properly before attempting to restart control process.
- Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.
- If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.
- Restart process.
  - Put extra eyes on watching safety and control system displays during restart.
  - Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything “checks-out” OK, establish necessary external communications securely as described in section on “Secure Communication Paths.”

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CCSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CCSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and
minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA's), Sector Coordinating Councils, and sector ISACs to provide status and share information, lessons learned, and data that can be utilized to develop timely situational awareness on the health of critical infrastructure sectors in the areas impacted by the hurricane.

DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

FEDERAL EMERGENCY RELIEF PROCESS
(The following information is provided by APTA)

Basic Process

- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.

- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. *It is this request which must discuss the needs and efforts of the transit system.* The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.

- FEMA staff reviews the Governor's request and makes recommendation to the President on request.

- The President makes a determination granting or denying the request in whole or part.

- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.

- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

What Can Transit Do To Be Included

- As early as possible during the situation, contact the Governor's office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the
Governor's request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.

- During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include "other state agencies... as needed". If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.

- If the original Governor's request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional-supplementary assistance within 30 days of the termination of the incident or the Declaration, whichever is later. Contact the Governor's office and try to have them make a supplementary request.

- If the original Governor's request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor's office and try to get an appeal of an adverse decision.

- It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state's Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
ATTACHMENT K

DEPARTMENTAL TELEPHONE CONTACT TREE

HART's EOC Representative E-mail Group for Hurricane Status Updates
Chief Administrative Officer Telephone Contact Tree
Planning and Program Development Telephone Contact Tree

Chief of Planning and Program Development

Executive Administrative Assistant

Manager of Grants & Documentation
- Administration Assistant
  - Principal Planner
  - Grants & Reporting Analyst

Manager of Transit Planning
- Accountants
- Planners

Planning & Technical Support Services Coord
- GIS Analyst
- Graphics Technician II
Service Development Telephone Contact Tree

Chief of Service Development

Executive Administrative Assistant II

Manager of Service Planning
  Planning Aides
  Graphics Technician

Communications Media Relations Coordinator
  Graphics Designer

Community Relations Manager
  Administrative Assistant II
    Community Outreach Coordinator
      Assistant Manager of Retail Sales
        Retail Sales Rep

Schedulers
Chief of Transportation Telephone Contact Tree

Chief of Transportation

Administrative Assistant II

Director of Paratransit, Safety & Customer Service

Administrative Assistant I

Manager of Paratransit & Customer Service

Paratransit Scheduler I

Travel Trainer

Customer Service Representatives

Paratransit Service Coordinator

Manager of Safety, Security & Training

Administrative Assistant II

Asst. Manager of Safety, Security & Training

Operations Training Instructors

Division Manager

Operators

Operations Superintendent

Transit Dispatchers

Transit Supervisors

Asst. Mgr. of Streetcar Operations

Administrative Assistant I

Streetcar Conductors

70 of 104
Chief Operating Officer Telephone Contact Tree

Chief Operating Officer
  /\                                    /
Office Manager                         Director of Facilities & Construction
       /\                                 /
Director of Fleet Maintenance          Administrative Assistant I
       /\                          /\              /
Administrative Assistant I             Administrative Assistant I
                                      /\                      /
Communications/ Electronics Techs     Mgr. of Passenger Amenities & Facilities
                                      /\                      /
Manager of Technical Services         Asst. Mgr. of Passenger Amenities & Facilities
                                      /\                      /
Maintenance Coordinator               Route Maintenance Supervisor
                                      /\                      /
Maintenance Training Instructor       Transitway Supervisor
                                      /\                      /
Manager of Fleet Maintenance          Route Maintenance Attendants
                                      /\                      /
Maintenance Supervisors               Project Managers
                                      /\                      /
Mechanics                             Project Coordinator
                                      /\                      /
Paint & Body Technicians
                                      /\                      /
Fleet Service Supervisor
                                      /\                      /
Service Attendants                    General Maintenance Attendants
                                      /\                      /
Streetcar Maintenance Supervisor
                                      /\                      /
Streetcar Mechanics
                                      /\                      /
Streetcar Facilities Technicians
                                      /\                      /
Streetcar General Maintenance
HART

May 13, 2010

Mr. Judy Corbett
President
University of South Florida
4202 E. Fowler Avenue
Tampa, Florida 33620

Dear President Corbett:

The Hillsborough Transit Authority (aka HART) has developed an Emergency Preparedness Plan for members of the Hillsborough County Emergency Operations Center. During an emergency, it may become necessary to have HART's fleet of buses and support vehicles for several alternate locations in order to ensure that the public has access to an adequate number of vehicles to meet the transportation needs of the community. This will be achieved by using an approved bus and support vehicle to an identified and authorized parking area at USF property. During the emergency and as a contingency, the HART vehicles would be staged in the USF identified parking area for the duration of the storm. In the event of an emergency requiring the relocation of HART vehicles to USF property, a HART representative will contact the University Police Dispatch Center at 813-974-6228 to begin the coordination of activities.

HART will take reasonable steps to ensure USF property and will accept liability for any property damage caused by its vehicles up to the limits stated in FS 368.29. HART is a self-insured State chartered entity. A Certificate of Liability Insurance is attached.

As agreed by both parties (12) two additional provisions are included in this Memorandum of Understanding (MOU). The agreement has a term of one year from the date of execution, and may be renewed for additional one-year periods by the mutual agreement of the parties. (12) this agreement can be terminated by either party providing 30 days written notice.

HART hopes to continue a long and lasting relationship with USF, and appreciates the support and assistance provided. If there are any questions regarding this matter, please feel free to contact us at 813-445-4750.

Sincerely,

Alexey Levental
RHSF Environmental Safety Manager
Hillsborough Transit Authority

Through this Memorandum of Understanding, I agree to allow the Hillsborough Transit Authority to use approved bus and support vehicles at USF as a staging area.

[Signature]

HART

Celebrating 20 Years
Exhibit 1 – FEMA Flood Hazard Zone Map

<table>
<thead>
<tr>
<th>Location</th>
<th>Hurricane CAT Zone</th>
</tr>
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<tbody>
<tr>
<td>Ybor Office</td>
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<tr>
<td>21St</td>
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<tr>
<td>Yukon</td>
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<tr>
<td>Netpark</td>
<td>0</td>
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<tr>
<td>UATC</td>
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<tr>
<td>MTC</td>
<td>4</td>
</tr>
<tr>
<td>Northwest</td>
<td>3</td>
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</tbody>
</table>
Exhibit 2 - Hillsborough County Evacuation Map & Shelters

Hillsborough County evacuation map and shelters

Hurricane evacuation transportation assistance

During an evacuation, HART provides the following resources in the Hillsborough County and the area surrounding Tampa. These resources are provided to help you evacuate safely and efficiently.

- **Low-intensity shelters**
  - **Valrico High School**
  - **Summit Middle School**
  - **Ridgewood High School**
  - **East Lake High School**
  - **Versailles Elementary School**
  - **Kathleen Elementary School**
  - **Pasco Elementary School**
  - **Sky View Middle School**
  - **Sutherland Middle School**

- **Moderate-intensity shelters**
  - **Lakeland High School**
  - **Lakeland High School - West Campus**
  - **Lakeland High School - East Campus**
  - **Lakeland High School - Central Campus**
  - **Lakeland High School - South Campus**
  - **Lakeland High School - North Campus**
  - **Lakeland High School - Central West Campus**
  - **Lakeland High School - Central East Campus**
  - **Lakeland High School - Central South Campus**
  - **Lakeland High School - Central North Campus**
  - **Lakeland High School - Central Southeast Campus**
  - **Lakeland High School - Central Northeast Campus**
  - **Lakeland High School - Central Southwest Campus**
  - **Lakeland High School - Central Northwest Campus**
  - **Lakeland High School - Central Monroe County Campus**
  - **Lakeland High School - Central Hillsborough County Campus**
  - **Lakeland High School - Central Pasco County Campus**
  - **Lakeland High School - Central Pinellas County Campus**
  - **Lakeland High School - Central Polk County Campus**
  - **Lakeland High School - Central Hardee County Campus**
  - **Lakeland High School - Central Manatee County Campus**
  - **Lakeland High School - Central Sarasota County Campus**
  - **Lakeland High School - Central Lee County Campus**
  - **Lakeland High School - Central Charlotte County Campus**
  - **Lakeland High School - Central Highlands County Campus**
  - **Lakeland High School - Central Hardee County Campus**
  - **Lakeland High School - Central Manatee County Campus**
  - **Lakeland High School - Central Sarasota County Campus**
  - **Lakeland High School - Central Lee County Campus**
  - **Lakeland High School - Central Charlotte County Campus**
  - **Lakeland High School - Central Highlands County Campus**
  - **Lakeland High School - Central Hardee County Campus**
  - **Lakeland High School - Central Manatee County Campus**
  - **Lakeland High School - Central Sarasota County Campus**
  - **Lakeland High School - Central Lee County Campus**
  - **Lakeland High School - Central Charlotte County Campus**

- **High-intensity shelters**
  - **Valrico High School**
  - **Summit Middle School**
  - **Ridgewood High School**
  - **East Lake High School**
  - **Versailles Elementary School**
  - **Kathleen Elementary School**
  - **Pasco Elementary School**
  - **Sky View Middle School**
  - **Sutherland Middle School**

- **Evacuation levels**
  - **Level A:** Evacuate all areas and all mobile homes.
  - **Level B:** Evacuate all low-lying and all mobile homes.
  - **Level C:** Evacuate all areas and all mobile homes.
  - **Level D:** Evacuate all areas and all mobile homes.

If you live in an area designated for evacuation, please follow the instructions provided by the emergency management officials.

*Note: This information is subject to change. Please check with local authorities for the latest updates.*
## Exhibit 3 - Alternate Site Vehicle Parking Log

**HURRICANE ALTERNATE SITE
VEHICLE PARKING LOG**

<table>
<thead>
<tr>
<th>DATE</th>
<th>UNIT#</th>
<th>OPERATOR</th>
<th>PR#</th>
<th>TIME DEPARTING BASE</th>
<th>TIME RETURNED TO BASE</th>
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</tbody>
</table>
Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: __________ Name: __________ PR#: __________
On Time: __________ Off Time: __________ Total Hours: __________
Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________
Narrative of Assignment:
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Staff Post-Hurricane Assignment Card

Date: __________ Name: __________ PR#: __________
On Time: __________ Off Time: __________ Total Hours: __________
Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________
Narrative of Assignment:
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Vehicle - Equipment Usage Card

Date: __________ Name: __________ PR#: __________
Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________
On Time: __________ Off Time: __________ Total Hours: __________
Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid
Type of Vehicle or Equipment:
_________________________________________________________________
_________________________________________________________________
Operators Pre-Hurricane Evacuation Card

Date: ___________ Name: ________________________ PR# ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

On Time: ___________ Off Time: ___________ Total Hours: ___________

Route: ___________ Destination: ________________________

# of Passengers: ___________ # Wheelchair Patrons: ___________

Special Instructions: __________________________________________

Operators Post-Hurricane Evacuation Card

Date: ___________ Name: ________________________ PR# ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

On Time: ___________ Off Time: ___________ Total Hours: ___________

Route: ___________ Destination: ________________________

# of Passengers: ___________ # Wheelchair Patrons: ___________

Special Instructions: __________________________________________
Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Erwin Technical Center
Exhibit 7 – Emergency Evacuation Routes and Maps
Route # A
Davis Isl. / Florida Ave. to Pizzo Elementary
USF Shelter # 11

ROUTING
(Go south on Davis Blvd, stay to the right at the fork to west Davis Blvd.)
Starting Point-----Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
onto Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on S. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off.-------
Miles from Drop off to Start-------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # B
Nebraska Ave. to Pizzo Elem. School
Shelter #11

ROUTING
Starting Point----22nd St. @ Maritime Blvd.
Proceed North on 22nd St. to a
L. on Corrine St. to a
R. on 20th St. turns into 22nd St. to a
L. on 4th Ave. to a
R. on 15th St. to a
L. on 7th Ave. to a
L. on Nuccio to a
Left on Nebraska Ave. to a
R. on Kennedy Blvd. to a
L. on Pierce St. to a
R. on Whitting St. to a
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan /Harrison) to a
L. on Marion St. to a
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)
L. on Nebraska Ave. to a
R. on Skipper Rd. to a
R. on Bearss Ave. to a
R. on B. B. Downs to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1_________Trip #4_________Trip #7_________
Trip #2_________Trip #5_________Trip #8_________
Trip #3_________Trip #6_________Trip #9_________

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # B Map
Route #C
22nd St. Causeway to Doby Elem. School
Shelter # 54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1Trip #4Trip #7
Trip #2Trip #5Trip #8
Trip #3Trip #6Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross

Updated 4/30/08
Route #C Map

ROUTE "C"

- Langston Dr.
- Palm River Rd.
- 301
- Causeway Blvd.
- 58th St.
- 78th St.
- Progress Blvd.
- Riverview Rd.
- 75
- Gibsonton Dr.
- Symms Rd.
- Kings Lake Dr.
- Big Bend Rd.
- Corr Elem. School
  13020 Kings Lake Dr.
Route # D
MacDill Credit Union
(Central Peninsular) / Sickles High School
Shelter # 8

ROUTING
Starting Point-----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
To Sickles H. S. at the end of Gunn Hwy.
(Must enter school and proceed to the right to where school bus drops off north school entrance to bldg.)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1________Trip #4________ Trip #7______
Trip #2_______Trip #5_______ Trip #8______
Trip #3_______Trip #6_______ Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/68
ROUTE #E
Port Tampa-West Shore
Middleton High School
Shelter # 5

ROUTING
Starting Point——Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxR crossing - Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idaho

STATISTICAL INFORMATION
Miles from Start to Drop Off——
Miles from Drop off to Start——-

Passenger count (use Key #3, outbound only)
Trip #1 _____ Trip #4 _____ Trip #7 _____
Trip #2 _____ Trip #5 _____ Trip #8 _____
Trip #3 _____ Trip #6 _____ Trip #9 _____

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
## SUBJECT: HURRICANE EMERGENCY PLAN

<table>
<thead>
<tr>
<th>SOP NUMBER</th>
<th>REV</th>
<th>PAGE</th>
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<tbody>
<tr>
<td>ASOP-0001</td>
<td>3</td>
<td>92 of 104</td>
</tr>
</tbody>
</table>

### Route #F
**Town n' Country / Pizzo Elementary**  
**Shelter # 11**

### ROUTING
Starting Point----Memorial Hwy. & George Rd.  
West on Memorial Hwy.  
Stay to the Right to Sheldon Rd. after Hillsborough Ave  
R. on Walters Ave.  
L. on 20th St. to a  
R. on Skagway to a  
L. on 22nd St. to a  
L. on Fowler Ave. to a  
R. on 15th St. to a  
R. on 131st Ave. to a  
R. on 30th St. to a  
L. on Fowler Ave. to a  
L. on Bull Run to a  (Pedestrian overpass to MOSI)  
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

### DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a  
R. on Fowler Ave. to a  
L. I-275 southbound to a  
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway  
George Rd. and Memorial Hwy. (start)

### STATISTICAL INFORMATION
Miles from Start to Drop Off------  
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)  
Trip #1  Trip #4  Trip #7  
Trip #2  Trip #5  Trip #8  
Trip #3  Trip #6  Trip #9

### STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.  
- Total number of trips – outbound and inbound – must be counted.  
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

### PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.  
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
- No weapons, alcohol or flammable material will be allowed on bus shelters  
- One (1) carry on bag allowed per person.  
- Food will be provided by the Red Cross.

*Updated 4/30/08*
Route # G
MacDill to Middleton High School
(Shelter – 5)

ROUTING
Starting Point---------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
  to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.
ROUTE "G" Map

Route # G Map

(Map showing the route from MacDill A.F.B. to Middleton High School via Interbay Blvd., Gandy Blvd., Bay to Bay Blvd., and Henderson Blvd.)
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd.(M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. ----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1____ Trip #4____ Trip #7_____
Trip #2____ Trip #5____ Trip #8_____
Trip #3____ Trip #5____ Trip #9_____

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
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PUBLIC INFORMATION
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• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/98
Route # H Map
ROUTE #1
West Tampa Peninsular / Sickles High School
Shelter # 8

ROUTING
Starting Point-----Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) stay in center lane to Clearwater / Hwy 60 / N. Veterans to Exit 2
Independence Parkway to a
L. Memorial Hwy. to a
R. George Rd. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Shelton Rd. (after Citrus Mall on your right, Shelton turns into Citrus Pk.
Then turns into Gunn Hwy.)
To school on your left (make left into school and go to right, go pass front of school to the rear)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on Gunn Hwy. turns into Shelton Rd.
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.-------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route #1 Map
Route #J
Town n' Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd.     (just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a     (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1     Trip #4     Trip #7
Trip #2     Trip #5     Trip #8
Trip #3     Trip #6     Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # J Map

ROUTE "J"

Pizzo Elem. School
Bull Run Dr. @ Fowler Ave.

Fowler Ave.

Bull Run Dr.

Hillsborough Ave.

Anderson Rd.

Hanley Rd.

Sheldan Rd.

Piscoc Range Rd.

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# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

## HURRICANE EMERGENCY PLAN

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**ORIGINATED BY:**
Dale Smith, Manager of Facilities

**DATE:** 5-31-11

**REVIEWED BY:**
Rickey Kendall, Risk and Environmental Safety Director

**DATE:** 6-2-11

Stephen Hendershott, Chief of Operations

**DATE:** 6-2-11

Steven Taylor, Director of Fleet Maintenance

**DATE:** 6-2-11

**APPROVED BY:**
Philip R. Hale, Interim CEO

**DATE:** 6-2-11
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1.0 **SCOPE**

This Standard Operating Procedure (SOP) pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

2.0 **PURPOSE**

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a Hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving Hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities.

3.0 **ABBREVIATIONS / DEFINITIONS**

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
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<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>DFM</td>
<td>Director of Fleet Maintenance</td>
</tr>
<tr>
<td>COSD</td>
<td>Chief of Service Development</td>
</tr>
<tr>
<td>CMF</td>
<td>Chief of Maintenance and Facilities</td>
</tr>
<tr>
<td>COO</td>
<td>Chief of Operations</td>
</tr>
<tr>
<td>MPA</td>
<td>Manager of Passenger Amenities</td>
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<tr>
<td>MOF</td>
<td>Manager of Facilities</td>
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<td>PIO</td>
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<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<td>MOA</td>
<td>Memorandum of Agreement</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>ERT</td>
<td>Emergency Response Team</td>
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<td>Operations Command Center</td>
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<td>FMCC</td>
<td>Fleet Maintenance Command Center</td>
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<td>Plan</td>
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<td>Central Command Center</td>
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<td>University of South Florida</td>
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<td>DOT</td>
<td>Department of Transportation</td>
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<td>IS</td>
<td>Information Systems</td>
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4.0 REFERENCES

The Saffir/Simpson Hurricane Scale
National Weather Service
Hillsborough County Emergency Operations Center

5.0 FORMS

Staff Pre-Hurricane Assignment Card
Staff Post-Hurricane Assignment Card
Operators Pre-Hurricane Evacuation Card
Operators Post-Hurricane Evacuation Card
Vehicle – Equipment Usage Card
Vehicle Parking Locator

6.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

Generators
Purchase sufficient amounts of fuel - fuel all vehicles
Flashlights/Lanterns/Batteries
Drinking Water
First aid supplies
Portable radio with batteries
Coolers
Heavy-duty rain gear (jackets, pants, knee-high boots)
Sandbags, plastic sheeting, masking tape, plywood, lexan
Toilet paper
Duct tape and large thick-ply garbage bags – to be used to cover and protect fare boxes and radios on all transit vehicles.

7.0 PROCEDURE

On April 1 of each year, the COO and the MOF will initiate the annual recruitment of HART personnel for the HART Emergency Response Team. The list of voluntary and required team personnel will be in place and submitted to the CMF and COO by June 1.

Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1 of each year to determine changes that must be made. Information will be sent to the Document Control Librarian no later than May 15.

On May 1 of each year, the MOF shall have maintenance personnel evaluate all facilities and structures for suitability. A final report shall be made and submitted to the CMF by May 21. This report will include any issues that may impact the ability of the facilities and structures to withstand hurricane conditions.
On May 1 of each year, the COO and the MOF will review the Equipment Checklist and assure that all necessary emergency equipment is procured by May 31.

<table>
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<tr>
<th>DATE</th>
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<tr>
<td>April 1</td>
<td>Administrative staff begins review of Hurricane Emergency Plan</td>
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<tr>
<td>May 1</td>
<td>Evaluation of facilities &amp; structures completed. FEMA card distributed to department managers.</td>
</tr>
<tr>
<td>May 1</td>
<td>COO &amp; MOF to review Equipment Checklist and proceed with any required procurement process</td>
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<tr>
<td>May 15</td>
<td>Changes to information within Hurricane Emergency Plan to be sent to Document Control Librarian for processing</td>
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<tr>
<td>May 15</td>
<td>Copy of Plan sent to key personnel for review &amp; comment prior to June 1</td>
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<tr>
<td>May 21</td>
<td>MOF to submit evaluation of facilities &amp; structures report to CMF</td>
</tr>
<tr>
<td>May 31</td>
<td>All required equipment should be procured and on property</td>
</tr>
<tr>
<td>June 7</td>
<td>Copy of Plan sent to Chiefs for review and comment prior to briefing</td>
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<tr>
<td>Prior to June 15</td>
<td>CMF to conduct briefing on the Hurricane Emergency Plan to CEO and Executive Staff</td>
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</table>

7.1 Executive Staff

A. On June 15 of each year, the CMF will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified and designated for each department.
2. A review of the "Information to Be Updated Yearly" checklist will be conducted for annual assignment of responsibilities.
3. Each employee will review and clarify his or her assignment functions and responsibilities.
4. A copy of the Plan will be sent to all Chiefs for review prior to the June 15 briefing.
5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 15.

B. Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional emergency procedures will be identified as they pertain to the individual departments.

7.2 Managers

A. Ensure that all department personnel are familiar with and have reviewed the Plan.

B. Initiate annual voluntary "sign-up" of employees for the ERT.
C. Identify supervisory personnel who will be assigned to the ERT.

D. Coordinate assignment of all ERT members.

E. Identify areas to safely store equipment (i.e.: staff vehicles, vans, buses, streetcars).

F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).

G. Coordinate emergency purchasing agreements with Purchasing Department (onsite and offsite fuel).
   1. Offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, LLC located at 8509 E. Martin Luther King, Tampa, FL 33610 under Purchase Order #8089C.

H. Ensure the availability of petty cash on hand (minimum $1,000).

I. Coordinate with the EOC regarding the status of emergency operations.

J. Coordinate with HART's PIO for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #s).

K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.

L. Address onsite and offsite security issues.

M. Contact contract security services.

N. Contact all offsite emergency vehicle storage sites to secure MOUs.

O. Ensure that safety procedures are in place, practiced and maintained by all personnel.

P. Prepare and update list of buses and vans most suitable for EOC evacuation and HART service.

7.3 Chief Executive Officer

A. By June 15 of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

8.0 GENERAL INFORMATION

The HART generator at the 21st Avenue facility powers the entire Administration Building. The emergency lights in the offices and hallways of the main maintenance and preventive maintenance buildings will stay on for approximately twenty-five (25) minutes from the time they are first activated. The fueling area and the maintenance supervisors' office will receive power from the maintenance generator.

Once a Hurricane Warning goes into effect, it is imperative to assure that all HART vehicles are fueled to "full", HART 21st Avenue fuel storage tanks are filled to maximum
capacity, and arrangements are made throughout the hurricane season for offsite fueling locations.

The offsite diesel fueling location for the 2010 Hurricane season is Efficiency Enterprises of Tampa, LLC located at 8509 E. Martin Luther King, Tampa, FL 33610. Fuel should be purchased under Purchase Order #8089C.

HART leases four (4) satellite telephones for use during prolonged telephone service outages. COO will direct the distribution of the satellite phones as follows:

A. CEO
B. CMF
C. COO
D. Dispatch

In addition to having individual / specialized departmental procedures, each department should also submit an ERT volunteer list for those staff members who are willing to assist at the 21st Avenue and Ybor City facilities.

9.0 INFORMATION TO BE UPDATED YEARLY

A. Detailed Individual Departmental Procedures
B. Equipment and Supplies Inventory
C. HART Voluntary Hurricane Emergency Response Team Lists
D. EOC Emergency Routing and Maps
E. Hurricane Disaster Shelter List
F. Dedicated Hurricane Bus and Van List
G. Vehicle Dispersal Plan
H. Dispatch 24 hour Coverage and Personnel Schedule
  I. Customer Service Personnel Schedule
J. Media Fax Numbers for Public Outreach
K. Disabled Clients / Agencies / Organizations Lists
L. Walkie-Talkie List
M. Contracts, MOUs, MOAs
10.0 ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

10.1 Boarding and Securing Facilities

A. Prior to the direct strike of a hurricane, the MOF will ensure that the following safety precautions have been met at all HART facilities:

1. Board up windows and openings. Secure outside objects.
2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
3. Disconnect and, if necessary, relocate all computerized equipment.
4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
5. Where possible, move all items away from windows.
6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. The filing cabinet will be covered with plastic sheeting, taped, and left in the room.
7. All office equipment, including computers, should be placed on a solid object at least two feet above the floor. They shall be covered in plastic sheeting and taped.
8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.

B. Facilities maintenance personnel must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.

10.2 Information Systems (IS)

A. Backup all computer data to one or more sources.

10.3 Fleet Movement

A. For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.
Hurricane Vehicle Dispersal Plan

Fixed Route

<table>
<thead>
<tr>
<th>Unit #s</th>
<th>USF Asset Type</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>905,907,909,913 &amp; 916</td>
<td>Big Bus</td>
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<td>1001 – 1029</td>
<td>Big Bus</td>
<td>29</td>
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<td>2425 – 2427</td>
<td>Hybrid Bus</td>
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<td>2901 – 2930</td>
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<td>30</td>
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<td>2315 – 2327</td>
<td>Big Bus</td>
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<td>2005 &amp; 2015</td>
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21st Avenue

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<td>2401 – 2419</td>
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<td>2201 – 2210</td>
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<td>2101 – 2123</td>
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<td>23</td>
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</table>

B. Once this process is activated, Fleet Maintenance and Operations will work together to determine the need to move HARTPlus vehicles, and any Non-revenue vehicles to the offsite Yukon and USF locations.

C. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.

11.0 EMPLOYEE NOTIFICATION PROCESS

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

11.1 Pre-Storm

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.
B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.
   1. The work status of all Maintenance and Facilities personnel will be determined by the CMF.
   2. The DFM, or designee, will determine the work status of all fleet maintenance employees.
   3. The appropriate division Chiefs will determine the work status of all other HART personnel.
   4. An Operations briefing room will be set up in the administration building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. The Dispatch Hotline number is (813) 626-3548. If this number is unavailable, call (813) 384-6372.

E. All Maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT Maintenance personnel will be relieved first. All Maintenance personnel, once relieved of duty are to call the maintenance line daily at (813) 623-5835, ext. 6415 at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.

F. Employees are required to notify either Dispatch or Maintenance and leave a contact phone number if they are forced to relocate.

11.2 Post-Storm
A. All HART personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. If you are unsure of your status call the Dispatch Hotline number at (813) 626-3548 (bargaining) or your immediate supervisor (non-bargaining).
D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

F. Non-essential personnel will be assigned to emergency support functions on an "as needed" basis.

G. Post hurricane operations will deal primarily with the following priorities:
   1. Recovery - Damage assessment (facilities, vehicles, and property)
   2. Communication - Call back/contact of HART personnel
   3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief’s briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the Hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART departments. The CCC will be located in the 21st Avenue main conference room. All Chiefs and Directors will receive their instructions at this location.

J. The OCC will be located in dispatch and the FMCC will be in the maintenance conference room.

12.0 HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
# ATTACHMENT A

# CELL PHONE LISTING

### FTA/21

**Cell Phone User List (Updated 4/22/2011)**

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<tr>
<th>Name</th>
<th>Area Code</th>
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<th>Department</th>
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<td></td>
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<td></td>
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<tr>
<td></td>
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<tr>
<td></td>
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<td></td>
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ATTACHMENT B

GENERAL HURRICANE INFORMATION

1.0 NAMES FOR ATLANTIC STORMS

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<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
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<td>Gordon</td>
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<td>Vince</td>
<td>Valerie</td>
<td>Van</td>
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<td>Whitney</td>
<td>William</td>
<td>Wendy</td>
<td>Wilfred</td>
<td>Wanda</td>
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</tr>
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</table>

Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
HART's priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County's entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 HURRICANE SCALE

Storm size or force is based on the Saffir/Simpson Hurricane Scale. This scale defines five categories as follows:

2.1 The Saffir-Simpson Hurricane Scale

<table>
<thead>
<tr>
<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tbody>
<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage</td>
</tr>
<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
</tr>
<tr>
<td>Three</td>
<td>111-130 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>131-155 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains continuously lower than 10 feet ASL may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.</td>
</tr>
</tbody>
</table>
2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

2.2.1 Hurricane Watch

HART will ready the Hurricane Emergency Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the Emergency Operations Center announces a Hurricane Watch for Hillsborough County, the Manager of Transit Services will notify the Chief of Operations. The Chief of Operations, after approval of the CEO, will initiate the HART Hurricane Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 16) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 45 mph, HART will cancel all paratransit and streetcar services.

2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
- All ERT personnel will be advised to be on standby for the hurricane.
• Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.

• Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.

• Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation

A. Level 0 - Routine. Normal service, regular operational mode.

B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.

C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.

D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.

E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.

F. Level 5 - Full Emergency Status. HART’s 21st Avenue facilities expected to take direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY

Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.

Bulletin: Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.

Gale Warnings: A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.
Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

Hurricane Center or "Eye": The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

Hurricane Warning: A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

Hurricane Force Winds: Winds of 74 MPH (64 knots) and higher.

Hurricane Watch: An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A hurricane watch implies the possibility of dangerous conditions within 24-48 hours.

Latitude: The distance north or south of the equator, measured in degrees along the median.

Longitude: The distance east or west of Greenwich, measured in degrees.

Squall: A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

Storm Surge: The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.

Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning.

Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.
Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions
   A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
   B. Activation may be accelerated based on weather updates.
   C. Members should prepare for rapidly changing situations.
   D. Members will support numerous functions.

4.2 Team Planning Assumptions
   A. HART base radio communications could become disabled.
   B. All phone services could be disrupted, overloaded.
   C. Roads may not be passable.
   D. The ability to communicate with the EOC and our own team members may be impaired.
   E. Confusion will abound.
   F. Coordinators may find it difficult to coordinate team response.
   G. Some team members may leave the area before the impact of the disaster.
   H. Electricity, water and other public works may be disrupted.
   I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION

The PIO, or designee, shall prepare information in advance to advise HART customers of service based on data reports received from the EOC. The PIO shall prepare releases of ongoing operations as they become available from the EOC.

6.0 EMERGENCY SHELTERS

The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.
HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 HURRICANE OPERATIONS

Once actual hurricane conditions exist, all HART services and facilities will be shut down. It should be remembered that HART personnel are subject to the same environmental limitations as are members of the public.

8.0 DAMAGE ASSESSMENT/SURVEY

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the COO and CMF. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, stations and sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 RECOVERY OPERATIONS

Recovery is that phase of a disaster which occurs after emergency needs have been met, the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART’s employees and the community to return to some semblance of normal operations, normal life as soon as possible.
### ATTACHMENT C – BOARD MEMBER CONTACTS

#### CITY OF TAMPA REPRESENTATIVES

- **Fran Davin** - Vice Chair  
  8608 Snowy Owl Way  
  Tampa, FL 33647  
  Phone: 813-977-0032  
  Term Expires: 10/31/2011  
  E-mail: fmdavin1@verizon.net

- **Councilmember Mike Suarez**  
  City of Tampa  
  315 E. Kennedy Boulevard  
  Tampa, FL 33602  
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  lorena.hardwick@tampagov.net

- **David Mechanik**  
  Mechanik Nuccio Williams Hearne & Wester  
  305 South Boulevard  
  Tampa, FL 33606  
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  Fax: 813-276-1560  
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  Assistant: Karla May  
  E-mail: kwm@floridalandlaw.com

#### HILLSBOROUGH COUNTY REPRESENTATIVES

- **Wallace Bowers** - Secretary  
  Bowers Realtor  
  8306 Fir Drive  
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  Phone: 813-229-2376 (work)  
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  E-mail: Wallace.bowers1@verizon.net

- **Michael A York Jr.**  
  15712 Pinto Plaza  
  Tampa, FL 33624  
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  E-mail: Michael.york@csmflorida.com

- **Dr. Steven Polzin**  
  USF Center for Urban Transportation Research  
  Phone: 813-974-9849 (work)  
  Fax: 813-974-5168  
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  E-mail: polzin@cutr.usf.edu

- **Commissioner Sandra Murman**  
  Hillsborough County BOCC  
  P. O. Box 1110, Tampa, FL 33601-1110  
  (601 E. Kennedy Blvd., 2nd Floor – 33602)  
  Phone: 813-272-5470  
  Fax: 813-272-7046  
  Term Expires: 11/17/2011  
  Assistants: Delia Cury  
  E-mail: murman@hillsboroughcounty.org

- **Commissioner Mark Sharpe**  
  Hillsborough County BOCC  
  P. O. Box 1110, Tampa, FL 33601-1110  
  (601 E. Kennedy Blvd., 2nd Floor – 33602)  
  Phone: 813-272-5735  
  Fax: 813-272-7054  
  Term Expires: 11/17/2011  
  Assistants: Sandra Chan, Eric Larson  
  E-mail: sharpem@hillsboroughcounty.org

- **Commissioner Kevin Beckner**  
  Hillsborough County BOCC  
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  Fax: 813-272-7053  
  Term Expires: 11/17/2011  
  Assistant: Jerry Noland  
  E-mail: nolandj@HillsboroughCounty.org

#### STATE OF FLORIDA REPRESENTATIVES

- **John Byczek**  
  Northwest Mutual Financial Network  
  15380 N. Florida Avenue, Suite 102  
  Tampa, FL 33613  
  Phone: 813-960-6900  
  Fax: 813-960-3905  
  Term Expires: 10/31/2009  
  E-mail: john.byczek@nmfn.com

- **Alison A. Hewitt – Chair**  
  Creative Community Solutions  
  3610 E. Dr. Martin Luther King Jr. Blvd  
  Tampa, FL 33610  
  Phone: 813-943-9910  
  Term Expires: 10/31/2009  
  E-mail: alisonahewitt@hotmail.com

#### CITY OF TEMPLE TERRACE REPRESENTATIVE

- **Councilmember Ron Govin**  
  6821 Bluffs Boulevard  
  Temple Terrace, FL 33617  
  Phone: 813-899-6908  
  Fax: 813-985-1394  
  Term Expires: 10/31/2011  
  E-mail: rgovin@mmtstamp.com
## ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES-2011

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
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</thead>
<tbody>
<tr>
<td>Holliday Lisowski</td>
<td>Deaf &amp; Hearing Connection for Tampa Bay</td>
<td>727-399-9983</td>
<td><a href="mailto:hlisowski@dhctb.org">hlisowski@dhctb.org</a></td>
</tr>
<tr>
<td></td>
<td>7821 Seminole Blvd. Seminole, FL 33772</td>
<td></td>
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</tr>
<tr>
<td>Laura White</td>
<td>United Cerebral Palsy</td>
<td>813-239-1179 Ext. 242</td>
<td><a href="mailto:lwhite@ucptampa.org">lwhite@ucptampa.org</a></td>
</tr>
<tr>
<td></td>
<td>2215 E. Henry Ave. Tampa, FL 33606</td>
<td>Fax: 813-237-3091</td>
<td></td>
</tr>
<tr>
<td>Sheryl Brown or Judy</td>
<td>Tampa Lighthouse for the Blind</td>
<td>813-251-2407 Fax:</td>
<td><a href="mailto:sheryl.brown@tampalighthouse.org">sheryl.brown@tampalighthouse.org</a></td>
</tr>
<tr>
<td>Brannon</td>
<td>1106 W. Platt St. Tampa, FL 33606</td>
<td>813-254-4305</td>
<td></td>
</tr>
<tr>
<td>Millie Bucy</td>
<td>Enhanced Parent Involvement FDLRS</td>
<td>813-837-7732</td>
<td></td>
</tr>
<tr>
<td>Employment Specialist</td>
<td>4210 W. Bay Villa Ave. Tampa, FL 33611</td>
<td>813-837-7733 Fax:</td>
<td><a href="http://www.sdhc.k12.fl.us">http://www.sdhc.k12.fl.us</a></td>
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<tr>
<td></td>
<td></td>
<td>813-837-7702</td>
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<tr>
<td>Karl DeRoche</td>
<td>Florida Lottery</td>
<td>813-744-6134 Ext. 4219</td>
<td><a href="mailto:derocek@dol.state.fl.us">derocek@dol.state.fl.us</a></td>
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<tr>
<td></td>
<td>1911 US Hwy 301, Ste 170 Tampa, FL 33619</td>
<td>Cell: 431-4645 Fax:</td>
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<tr>
<td></td>
<td></td>
<td>744-6144</td>
<td></td>
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<tr>
<td>Marshall Deitch</td>
<td>Self Reliance, Inc. 8901 N. Armenia Ave. Tampa, FL 33604</td>
<td>813-375-3965</td>
<td><a href="mailto:smagles1941@verizon.net">smagles1941@verizon.net</a></td>
</tr>
<tr>
<td>Brenda Ruehl</td>
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<td><a href="mailto:bruehl@selfreliance.org">bruehl@selfreliance.org</a></td>
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</tr>
<tr>
<td>Jennifer Schaeffer</td>
<td>Bay Care Home Care 8020 Woodward Center Blvd Tampa, FL 33614</td>
<td>813-806-0700 Fax:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>813-243-7418</td>
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</tr>
<tr>
<td>Maureen Shalleross</td>
<td>Tampa Bay Performing Arts Ctr 1010 N. Macinnes Pl., Tampa, FL 33602</td>
<td>813-222-6402 Fax:</td>
<td><a href="mailto:maureen.shalleross@strazcenter.org">maureen.shalleross@strazcenter.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>813-222-4897</td>
<td></td>
</tr>
<tr>
<td>Doris Lill</td>
<td>National MS Society 5711 Johns Rd., Ste 1301 Tampa, FL 33634</td>
<td>813-889-8363 Ext. 205</td>
<td><a href="mailto:doris.lill@jumss.org">doris.lill@jumss.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>889-8313</td>
<td></td>
</tr>
<tr>
<td>Art Keeble</td>
<td>Arts Council 1000 N. Ashley Dr., Ste 105 Tampa, FL 33602</td>
<td>813-276-8250 Fax:</td>
<td><a href="mailto:keeblea@tampaarts.org">keeblea@tampaarts.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>813-276-8260</td>
<td></td>
</tr>
<tr>
<td>Janet Sanchez</td>
<td>West Central Florida Area Agency of Aging</td>
<td>813-676-5588 Fax:</td>
<td><a href="mailto:sanchezj@elderaffairs.org">sanchezj@elderaffairs.org</a></td>
</tr>
<tr>
<td></td>
<td>5905 Breckenridge Pkwy, Ste F Tampa, FL 33610</td>
<td>813-623-1342</td>
<td></td>
</tr>
<tr>
<td>Sharon Door</td>
<td>West Coast Brace &amp; Limb 5311 E. Fletcher Ave. Tampa, FL 33617</td>
<td>813-985-5000 Fax:</td>
<td><a href="mailto:sharon@wcbl.com">sharon@wcbl.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>813-985-4499</td>
<td></td>
</tr>
<tr>
<td>Pam Milbry</td>
<td>Advocacy Center for Persons with Disabilities</td>
<td>800-342-0823 Fax:</td>
<td><a href="mailto:pamelam@advocacycenter.org">pamelam@advocacycenter.org</a></td>
</tr>
<tr>
<td></td>
<td>1000 N. Ashley Dr., Ste 513 Tampa, FL 33602</td>
<td>813-233-2958</td>
<td></td>
</tr>
</tbody>
</table>
# Alliance for Citizens with Disabilities - 2011

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elbert Davis</td>
<td>Children’s Board 1002 E Palm Ave. Tampa, FL 33605</td>
<td>813-229-2884 Fax: 813-228-8122</td>
<td><a href="mailto:bdavis@childrensboard.org">bdavis@childrensboard.org</a></td>
</tr>
<tr>
<td>Dan Grant</td>
<td>Epilepsy Services of West Central Florida 4618 N Armenia Ave. Tampa, FL 33603</td>
<td>813-870-3414 Fax: 813-870-1321</td>
<td><a href="mailto:miranda@epilepsyservices.com">miranda@epilepsyservices.com</a></td>
</tr>
<tr>
<td>John Reynolds or Louise Peyton</td>
<td>Division of Blind Services 415 S. Armenia Ave. Tampa, FL 33609</td>
<td>813-871-7190 Fax: 813-871-7161</td>
<td><a href="mailto:louisepeyton@dbs.fldoe.org">louisepeyton@dbs.fldoe.org</a></td>
</tr>
<tr>
<td>Karen Zinszer</td>
<td>Outpatient Coordinator TGRC P.O. Box 1289 Tampa, FL 33601</td>
<td>813-844-7270</td>
<td><a href="mailto:kzinszer@tgh.org">kzinszer@tgh.org</a></td>
</tr>
<tr>
<td>Mary Milne</td>
<td>St. Pete Times Forum 401 Channelside Dr. Tampa, FL 33602</td>
<td>813-301-6762 Fax: 813-301-1494</td>
<td><a href="mailto:mmilne@sptimesforum.com">mmilne@sptimesforum.com</a></td>
</tr>
<tr>
<td>Joanne Gonzalez</td>
<td>Hillsborough County Schools H.A.R. C.-10802 Hackney Dr. Riverview, FL 33569</td>
<td>813-663-9555 Fax 813-622-9044</td>
<td><a href="mailto:jgonzalez@tbass.org">jgonzalez@tbass.org</a></td>
</tr>
<tr>
<td>Connie Hayden-McPeak</td>
<td>Hillsborough County School Board 4210 W. Bay Villa Ave. Tampa, FL 33611</td>
<td>813-837-7777 Fax: 813-837-7702</td>
<td><a href="mailto:conniehaydenmcspeak@sdhc.k12.fl.us">conniehaydenmcspeak@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Ross Obanion</td>
<td>Angels Unaware P.O. Box 270040 Tampa, FL 33688</td>
<td>813-961-1159 Fax: 813-265-1656</td>
<td><a href="mailto:avixedir@aol.com">avixedir@aol.com</a></td>
</tr>
<tr>
<td>Richard Lilliston</td>
<td>HARC Hillsborough County 2714 W. Kirby Street Tampa, FL 33614</td>
<td>813-273-6364 Fax: 813-307-9750</td>
<td><a href="mailto:rlliston@hillsarc.com">rlliston@hillsarc.com</a></td>
</tr>
<tr>
<td>Ed Wisniewski</td>
<td>Hillsborough County Specialized Transportation 4023 N. Armenia Ave., Ste 300 Tampa, FL 33607</td>
<td>813-276-8999 Fax: 813-801-6823</td>
<td><a href="mailto:WisniewskiE@HillsboroughCounty.org">WisniewskiE@HillsboroughCounty.org</a></td>
</tr>
<tr>
<td>Michael Ross</td>
<td>Project Return -Housing 304 W. Waters Ave. Tampa, FL 33604</td>
<td>813-933-9020 Fax: 813-932-0614</td>
<td><a href="mailto:mross@projectreturn.org">mross@projectreturn.org</a></td>
</tr>
<tr>
<td>Fred Fiedler</td>
<td>Project Return-Housing 1308 W. Waters Ave. Tampa, FL 33604</td>
<td>813-930-0576 Cell: 813-393-0471</td>
<td><a href="mailto:ffiedler@projectreturn.org">ffiedler@projectreturn.org</a></td>
</tr>
<tr>
<td>Cindy Clark</td>
<td>Vocational Rehabilitation 9250 Bay Plaza Blvd., Ste 315 Tampa, FL 33619</td>
<td>813-740-4700 Fax: 813-740-4712</td>
<td><a href="mailto:cynthia.clark@vr.fldoe.org">cynthia.clark@vr.fldoe.org</a></td>
</tr>
</tbody>
</table>
### Alliance for Citizens with Disabilities - 2011

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
</table>
| Sandy Sroka  | Hillsborough County ADA Coordinator  
P.O. Box 1110  
Tampa, FL 33601 | 813-276-2742  
Fax: 813-272-5207 | srokas@hillsboroughcounty.org |
| Linda Irish  | Goodwill Industries Suncoast, Inc. Freedom Village II  
5002 S. Bridge St.  
Tampa, FL 33611 | 813-831-6988  
Fax: 813-831-6819 | Linda.irish@goodwillsuncoast.com |
| Michelle Ogilvie | Hillsborough County – City Planning Commission / Metropolitan Planning Organization  
601 E. Kennedy Blvd.,  
Tampa, FL 33602 | 813-272-5940  
Fax: 813-301-7172 | ogilviem@plancom.org |
ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS

American Red Cross ........................................ 813-438-4820
American Red Cross Disaster Assistance ................ 1-866-438-4636
Clean City Division ........................................ 813-931-2140
Code Enforcement ........................................... 813-274-5545
County Special Needs Shelter Registration .............. 813-272-5900
Crisis Center ................................................. 211
Emergency Operations Center ............................ 813-232-6890
FEMA ............................................................... 1-800-525-0321
Florida Dept. Agriculture & Consumer Services ........ 1-800-435-7352
Florida Dept. Financial Services Consumer Help Line .. 1-800-342-2762
Florida Division Emergency Management ................. 1-850-413-9900
Hurricane Information Desk (City) ....................... 813-232-6890
Hurricane Information: Pre/Post Non-Emergency (County) 813-272-5900
Hurricane Help Line (State) ............................... 1-800-227-8676
McKay Bay Transfer Station/Scale House ................. 813-242-7835
National Flood Insurance Program ....................... 1-888-366-6329
Neighborhood & Community Relations ...................... 813-274-7835
Parks & Recreation ......................................... 813-274-8615
Poison Control Hot Line .................................... 1-800-222-1222
Police Department ........................................... 813-231-6130
Public Works Emergency - After Hours ................. 813-622-1940
Solid Waste Department .................................... 813-348-1111
Storm Water Department ................................... 813-622-1901
TECO ............................................................... 813-223-0800
TECO Outage .................................................. 1-877-588-1010
Traffic/Travel Information ................................ 511
Tree Emergency .............................................. 813-931-2168
Wastewater Department .................................... 813-259-1693
Water Department Emergency Services .................. 813-274-7400

Please visit our website at www.tampagov.net/neighborhoods for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under "My Tampa Address."

If our office can be of further help, please do not hesitate to contact us at 274-7835.
### ATTACHMENT F – NON-HART EMERGENCY PHONE NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEOC</td>
<td>813-236-3800</td>
</tr>
<tr>
<td>Meteorologist</td>
<td>813-645-4111, 645-2323 or 453-6149</td>
</tr>
<tr>
<td>PSTA Dispatch</td>
<td>727-540-1839</td>
</tr>
<tr>
<td>PSTA Analog number</td>
<td>727-556-6371 – in case digital system goes down</td>
</tr>
<tr>
<td>YES Team</td>
<td>813-833-0738</td>
</tr>
<tr>
<td>St. Joseph’s Hospital</td>
<td>813-870-4000</td>
</tr>
<tr>
<td>ADT Security</td>
<td>813-806-7000 (Alarm service)</td>
</tr>
<tr>
<td>Security Engineers</td>
<td>813-870-1241 or Cell #813-352-8844 (Guard Service)</td>
</tr>
<tr>
<td>Ybor Flash Storm</td>
<td>813-622-1901 – Flooding problems – 24 hr. emergency</td>
</tr>
<tr>
<td>Quality Inn, 4955 East 18th Ave. off 50th St. North of I-4</td>
<td>813-623-6000</td>
</tr>
<tr>
<td>Stepp’s Transportation</td>
<td>813-621-8884, 621-4224, 621-8889, 621-8989 or Cell 813-293-1360</td>
</tr>
</tbody>
</table>
ATTACHMENT G - HART HURRICANE FAQS

What is HART's emergency response team and who are its members?

The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Public Information, Marketing and Community Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?

If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?

There is a complete listing of all contact numbers in the HART 2011 Hurricane Plan. Copies are available.

How do I update my contact information?

Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. If there is a change following the storm, contact your supervisor with the updated information.

What are the hurricane stages?

For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch – issued 36 hours prior to the anticipated landfall of a hurricane
- Hurricane Warning – issued 24 hours prior to the anticipated landfall of a hurricane
- Hurricane Operations
- Post Hurricane Operations

When does HART cease its operations?

HART will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 45 miles per hour. If a major storm is eminent, supervisors may dismiss non-operations employees after consulting with the Chief Executive Officer or his designee.

Where do I find the flood zones map?

Most hurricane guides show flood zones. Some downtown employees will have received a 2011 Hurricane Guide published by the Tampa Bay Regional Planning Council. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at:
http://hillsboroughcounty.org/pgm/hazardmit/floodMap/homeownerEffects.cfm#HEZ NOTE: You can obtain specific information for your address there.

Can I seek shelter in HART’s facilities?

No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.
Where are hurricane shelters located? (Primary/special needs/pet)
An updated list of all hurricane shelters is available on the County website at: www.hillsboroughcounty.org which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

What are the evacuation routes?
HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org

How do I help to secure facilities/equipment?
- If necessary, disconnect and relocate all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.
- Each department should have a hurricane plan specific to their departmental needs to be used in conjunction with this plan.

What documentation must I secure?
Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

What is the employee notification process (pre/during/post storm)?
- Section 11.0 – Employee Notification Process, outlines steps to be taken in the following instances:
  - As the storm approaches your supervisor will advise you of the arrangement for the following day according to your departmental plan. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt; call the Dispatch Hotline at (813) 626-3548 or (813) 626-5833 (bargaining) or your immediate supervisor (non-bargaining).
  - During the hurricane do not attempt to call HART. All operations are suspended.
  - Following a major hurricane you should contact the Dispatch Hotline at (813) 626-3548 or (813) 626-5833 (bargaining) or your immediate supervisor (non-bargaining) or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

When do I return to work?
HART will make every attempt to resume service as quickly as possible following the storm. Check with your supervisor to see where and when to report. If you are unable to contact your Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.
Whom do I contact to find out about HART services status?

You should contact either your supervisor, the HART customer service number (254-HART, 254-4278) or call the Dispatch Hotline at (813) 626-3548 or (813) 626-5833.

Where do I report if the Ybor City Office is closed?

It is likely that in the event of a major hurricane that the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

What will be my pay status following the hurricane?

If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?

Your first duty is to your family. Contact your supervisor to make them aware of your particular circumstances. If you are unable to contact your supervisor, contact the 21st Avenue office (623-5835) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

What are the post hurricane operations modes?

- **Recovery** - Damage assessment (facilities, vehicles, and property)
- **Communication** - Call back/contact of HART personnel
- **Restoration** - Delivery of service

Who can be assigned emergency support functions?

Anyone; non-operations personnel will be assigned to emergency support functions on an “as needed” basis. This could include duties related to Recovery, Communication, or Restoration.

What can I do if there is major devastation, service cannot be restored immediately, and I can’t return to my work assignments?

If the “big one” makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT H – PROGRESSIVE SERVICE REDUCTION

1.0 Level “A” Reduction

Operation of Local Fixed-Route Service

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Bus Service

Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Paratransit Service

Continue in operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service

Operate 40 minute headways as weather conditions permit.

2.0 Level “B” Reduction

Operation of Local Fixed-Route Service

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service

No service provided.

HARTPlus Paratransit Service

Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit. A “cut off” time for evening and nighttime service may be implemented.

Streetcar Service

Operate 40 minute headways as weather conditions permit. A “cut off” time for evening and nighttime service may be implemented.

3.0 Level “C” Reduction

Operation of Local Fixed-Route Service

Transportation will run a “Reduced Route” weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.
See “Reduced Route” Weekday Service Routes in 8.0 below.

**Weekday Express Bus Service**
No service provided.

**HARTPlus Paratransit Service**
Further reduced and continued operation based on fixed route level of operation.

**HARTFlex Service**
Continue in normal service as weather conditions and manpower availability permit.

**Streetcar Service**
No service provided.

### 4.0 Level “D” Reduction

**Operation of Local Fixed-Route Service**

Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Bus Service**
No service provided.

**HARTPlus Paratransit Service**
Further reduced and continued operation based on fixed route level of operation.

**HARTFlex Service**
No service provided.

**Streetcar Service**
No service provided.

### 5.0 Level “E” Reduction

**Operation of Local Fixed-Route Service**

Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Service**
No service provided.

**HARTPlus Service**
Further reduced and continued operation based on fixed route level of operation and span of service.
HARTFlex Service
No service provided.

Streetcar Service
No service provided.

6.0 Level “F” Reduction

Operation of Local Fixed-Route Service
Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART’s involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

7.0 Level “G” Reduction

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

Operation of Local Fixed-route Bus Service
No service provided.

Weekday Express Bus Service
No service provided.

HARTPlus Paratransit Service
No service provided.

HARTFlex Service
No service provided.
Streetcar Service
No service provided.

8.0 Route Information as of March 7, 2010

Current weekday local service routes
1, 2, 4, 5, 6, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, 89, (South County 87, 88), (In Town Trolley 96, 97). Total number of local weekday routes = 32

Current weekday express service routes
20, 22, 24, 25, 27, 28, 35, 47, 50, 51, 59, 200. Total number of weekday express routes = 12

Current Saturday service routes
1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, 97. Total number of Saturday local routes = 21

Current Sunday service routes
1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

"Reduced Route" Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C
1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (additionally - 16, 33, 37 if manpower allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of July 10, 2011

Express Manpower Requirements
20X = 2 AM / 2 PM
22X = 2 AM / 2 PM
23X = 2 AM / 2 PM
24X = 5 AM / 6 PM
25X = 6 AM / 7 PM
27X = 3 Am / 2 PM
28X = 2 AM / 2 PM
35LX = 2 AM / 2 PM
47LX = 2 AM / 2 PM
50X = 2 AM / 2 PM
51X = 2 AM / 2 PM
59LX = 4 AM / 4 PM
200X = 6 AM / 4 PM
Total = 40 AM / 39 PM

Manpower Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level A</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – AM and possible PM</td>
</tr>
<tr>
<td>Service Level B</td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Streetcar</td>
<td>Reduced Service will continue to run as long as weather conditions permit</td>
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<table>
<thead>
<tr>
<th>Service Level C</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
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</thead>
<tbody>
<tr>
<td>Bus</td>
<td>40 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
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<table>
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<tr>
<th>Service Level D</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
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</thead>
<tbody>
<tr>
<td>Bus</td>
<td>42 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
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</table>
### Service Level E

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>36 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

### Service Level F

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided– one (1) bus and operator on each route</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

### Service Level G

| Service          | All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC. |

**EOC Hurricane Evacuation Routing Manpower/Operator Requirement**
Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

**Moving of HART vehicles to off-site locations – Yukon and USF.**
Depending on what time this movement begins and how much time is left after all other services have begun to cease, anywhere from ten (10) to fifty (50) operators will be required to perform this function.

**Securing Streetcars and Sub-stations**
Upon discontinuing streetcar service, nine (9) streetcars will be secured inside the streetcar barn. The remaining streetcar will be secured with poles removed outside of the streetcar barn. Sub-stations will have entry points sealed.
10.0 Hours of Operation for Hurricane Team Operators

Current HART/ATU contract language provides as follows:

**ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES**

3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time.

11.0 Additional Contract Language Related to Hurricane Operations

**ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE**

1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority’s services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority’s operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.

4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the 'Emergency Response Team' will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.
5. Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.

6. Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.

12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators' reports at 0350hrs and runs to 1400hrs - second group of operators' reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon Centers.
ATTACHMENT I – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer's instructions. The manufacturer's instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. "Secured" means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
FOR FURTHER INFORMATION:
Marilyn Burke
PHMSA Emergency Coordinator
703-403-0385

3.0 EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:
- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire, (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

NOTE: If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check for passengers, including lavatory, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
1.0 TELEVISION STATIONS

Bay News 9
E-mail: desk@baynews9.com
Newsroom phone: (727) 329-2400
*First contact, if possible

WFLA-Ch. 8 (NBC)
Email: news@wfla.com
Newsroom phone: (813) 221-5788

WTVT-Ch. 13 (FOX)
E-mail: news@wtvt.com
Newsroom phone: (813) 870-9630

WTSP-Ch. 10 (CBS)
E-mail: desk@tampabays10.com
Newsroom phone: (727) 577-8550

WFTS – Ch. 28 (ABC)
E-mail: newstips@wfts.com
Newsroom phone: (813) 354-2800

WUSF - TV Ch. 16 (PBS)
E-mail: news@wusf.org
Phone: (813) 974-4000

WVEA-Ch. 62 (Univision)
E-mail: noticiastampa@entravision.com
Phone: (813) 998-3662

WRMD-Ch. 57 (Telemundo)
E-mail: tampa57@aol.com
Phone: (813) 319-5757
Fax: (813) 319-0029

2.0 RADIO

Clear Channel:
E-mail: rcbauer@clearchannel.com
Phone: (813) 832-1000
Fax: (813) 831-6397
WBTP-FM 95.7 (the Beat)
WXTB-FM 97.9 (96 Rock)
WMTX-FM 100.7 (Mix)
WFUS-FM 103.5 (US 1035)
WFLZ-FM 93.3 (93-3 FLZ)
WHNZ-AM 1250 (Impact Radio)
WDAE-AM 620 (the Sports Animal)
WFLA-AM 970
news@970wfla.com
News tip line: (813) 831-9797

Cox Radio
E-mail: tom.paleveda@coxtampa.com
Phone: (727) 579-2000
Fax: (727) 579-2662
WWRM-FM 94.9 (Magic)
WDUV-FM 105.5 (Dove)
WPOI-FM 101.5 (Point)
WXGL-FM 107.3 (the Eagle)
WHPT-FM 102.5
WSUN-FM 97.1 (97X)

CBS Radio
E-mail: rblock@wsjt.com
Phone: (727) 563-8941
Fax: (727) 563-8902
WLLD-FM 98.7 (Wild)
WSJT-FM 94.1
WRBQ-FM 104.7
E-Mail: mike.culotta@cnbs.com
Phone: (813) 637-7825
Fax: (814) 289-0408
WQYK-FM 99.5
WQYK-AM 1010
WYUU-FM 92.5
### 3.0 ALTERNATE MEDIA

**WMNF-FM 88.5**  
E-mail: newsroom@wmnf.org  
Phone: (813) 238-8001

**WUSF-FM 89.7**  
E-mail: news@wusf.org  
Phone: (813) 974-8700

**WWBA-AM 1040**  
E-mail: studio@wwba1040.com  
Phone: (813) 281-1040  
(Fax: (813) 281-1948)

**WWMI-AM 1380 (Radio Disney)**  
E-mail: drew.rashbaum@abc.com  
Phone: (727) 577-4500  
Fax: (727) 579-1340

**WRMD-AM 680 (Genesis)**  
E-mail: none  
Phone: (813) 637-8000

**WAMA-AM 1550**  
E-mail: none  
Phone: (813) 319-5757

**WTMP-AM 1150 and FM 96.1**  
E-mail: loumuhammad@tampabroadcasting.com  
Phone: (813) 620-1300  
Fax: (813) 628-0713

**WLLC-AM 760**  
E-mail: angela@toplinebroadcasting.com  
Phone: (813) 871-1819

### 4.0 RADIO TRAFFIC

**Metro Traffic Control**  
E-mail: tampa_producer@metronetworks.com  
Phone: (813) 875-8500  
Fax: (813) 876-5125

### 5.0 NEWSPAPERS

**Tampa Tribune**  
E-mail: new@tampatrib.com  
Newsroom phone: (813) 221-5788

**St. Petersburg Times**  
Tampa Bureau  
E-mail: tampa@sptimes.com  
Newsroom phone: (813) 226-3303

**Florida Sentinel bulletin**  
E-mail: ghayes@flsentinel.com  
Phone: (813) 248-1921

**La Gaceta**  
E-mail: gsiudut@lagacetanewspaper.com  
Phone: (813) 248-3921  
Fax: (813) 247-5357
6.0 CONSTANT CONTACT E-MAIL LIST

A
alisonahewit@hotmail.com
andisr@gohart.org

B
bartholomewm@gohart.org
becknerk@hillsboroughcounty.org
bob.mcdonough@tampagov.net

C
castillos@gohart.org
chansm@hillsboroughcounty.org
chend@gohart.org
christa.haris@nmfn.com
copelandj@hillsboroughcounty.org
culbertsonc@gohart.org

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H
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hudsonl@hillsboroughcounty.org

I
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J
john.byczek@nmfn.com

K
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kwr@floridalandlaw.com

L
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lorena.hardwick@tampagov.net
loyd@gohart.org

M
markatgrandcentral@earthlink.net
mastiles@stileslawfirm.com
mcelfroyt@hillsboroughcounty.org
mejjam@gohart.org
merrillm@hillsboroughcounty.org
michaelenglish@wilsonmiller.com
michael.york@csmlandflorida.com

N
None

O
None

P
petitl@gohart.org
polzin@cutr.usf.edu
puzw@hillsboroughcounty.org

R
rgovin@markmasterinc.com
riveral@gohart.org
reyesr@gohart.org

S
saagliano@tecoenergy.com
sanduskym@gohart.org
santiago.corrada@tampagov.net
sharpem@hillsboroughcounty.org
shavaliern@gohart.org
smithd@gohart.org
<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>HURRICANE EMERGENCY PLAN</th>
<th>SOP NUMBER</th>
<th>REV</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>ASOP-0001</td>
<td>4</td>
<td>45 of 105</td>
</tr>
</tbody>
</table>

stephensm@gohart.org

t

tamargod@gohart.org
taylors@gohart.org

V
None

W
wadeh@hillsboroughcounty.org
wagnerk@gohart.org
wallace.bowers1@verizon.net

Y
yvonne.capin@tampagov.net
7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Relations division will make use of the "Constant Contact" online e-mail service to issue alerts to media, community service organizations and key HART staff during an emergency.

- Utilizing HART's account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers.
- The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.
- A hard copy of the e-mail list is included in this hurricane plan.
- The PIO and Media Relations Associate are the primary users of Constant Contact. If these staff members are not available to issue alerts, use the hard copy list of e-mail addresses in this hurricane plan.

Constant Contact page showing sample hurricane news release
HART Storm Service Status

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION) PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - June 11, 2007 - With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services service on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTinfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.

(Include the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(Include the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC), HART's Emergency Evacuation Bus Routes will begin operation at (time) on (date). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.HART.org or by calling the HARTinfo Line at (813) 254-HART (4278).

Areas not covered by HART's Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6900. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(Include the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART's Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.HART.org, and click on "Emergency Evacuation Routes."
EXTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO and COO) Changes in service finalized by Chiefs

PIO Drafts News Releases About HART Service

PIO Must Seek Approval from CEO and 1 Additional Chief Before All Final News Releases Are Distributed

EOC Media Relations Office (see Attachment B-7)

Constant Contact List for HART Board, THS Board and HART Senior Staff (see attachment B-7)

Dispatch

Online Posting: WWW Home Page, Facebook & Twitter

As a last resort, use Media Contact List (see Attachment J-1, 2, 3, 4, and 5) if external information is not being distributed via the EOC Media Relations Office.
INTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO) Changes in personnel needs finalized by Chiefs

Telephone Contact Tree (see Attachment L)

PIO Drafts HART Employee Updates

PIO Must Seek Approval from CEO and all Respective Chiefs Before All Employee Updates Are Distributed

EOC Media Relations Office (see Attachment B-7)

Constant Contact List for HART Board, THS Board and HART Senior Staff (see attachment B-7)

Dispatch

Online Posting: WWW Home Page (Employee Section)
**Office of Infrastructure Protection**  
**Tampa Area Hurricane Analysis Summary**

### Scenario Storm Characteristics
- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St. Petersburg, and Orlando, FL

### Population within Potential Surge Zones
(population within each flood depth range)

<table>
<thead>
<tr>
<th>Population</th>
<th>Depth Range</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16+ feet</td>
<td>2,400</td>
</tr>
<tr>
<td></td>
<td>11-15 feet</td>
<td>22,500</td>
</tr>
<tr>
<td></td>
<td>9-10 feet</td>
<td>27,100</td>
</tr>
<tr>
<td></td>
<td>5-6 feet</td>
<td>96,700</td>
</tr>
<tr>
<td></td>
<td>1-5 feet</td>
<td>602,800</td>
</tr>
</tbody>
</table>

### Population Impacted by Potential Power Outages
(widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida)

<table>
<thead>
<tr>
<th>Days</th>
<th>Affected</th>
<th>Restoration Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 days</td>
<td>&gt; 2,200,000</td>
<td>75% restored</td>
</tr>
<tr>
<td>10+ days</td>
<td>Fully restored</td>
<td></td>
</tr>
</tbody>
</table>

### Estimated Economic Impacts

<table>
<thead>
<tr>
<th>Cost Factor</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct costs for business interruptions</td>
<td>$1.2 billion</td>
</tr>
<tr>
<td>Total costs for business interruptions</td>
<td>$3.4 billion</td>
</tr>
</tbody>
</table>

### Facilities of Interest

- **Major Seaports**: Port of Tampa, FL
- **Major Transportation Routes**: I-75
- **Expected Major Airport Closures**: Orlando International, Tampa International
- **Water Distribution Treatment Plants**: Tampa Bay Groundwater Treatment Plant
- **Major Wastewater Treatment Facilities**: Howard F. Curin Advanced Wastewater Treatment Plant
## Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>L</td>
<td>- Could impact the citrus crop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Local damage will be severe but unlikely to impact the broader market for agricultural commodities</td>
</tr>
<tr>
<td>Banks &amp; Finance</td>
<td>L</td>
<td>- No long-term impacts expected due to backup systems but electronic transfers could be affected due to loss of electric power and telecommunications services</td>
</tr>
<tr>
<td>Chemical Plants</td>
<td>M</td>
<td>- Primary Tampa-area chemical facilities process locally-mined ammonia phosphates for use in agriculture, and represent 64% of U.S. processing capacity.</td>
</tr>
<tr>
<td>Commercial Facilities</td>
<td>L</td>
<td>- Impacts not major; loss of business due to electric power outages</td>
</tr>
<tr>
<td>Dams</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Defense Industrial Base</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>L</td>
<td>- Emergency response delays expected due to transportation, electrical power, and telecommunications disruptions</td>
</tr>
<tr>
<td>Energy - Electric Power</td>
<td>H</td>
<td>- Widespread power outages expected around the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Localized outages expected in the rest of the study area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 75% restoration expected within 7 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Full restoration may take over 10 days following damage assessment</td>
</tr>
<tr>
<td>Energy - Natural Gas</td>
<td>L</td>
<td>- 4 compressor stations and no processing plants in affected area</td>
</tr>
<tr>
<td>Energy - Petroleum</td>
<td>H</td>
<td>- No refineries in the area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Many refined products are imported through the Port of Tampa. If this port is damaged, there could be fuel shortages in the area.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Government Facilities</td>
<td>L</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Information Technology</td>
<td>L</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>National Monuments</td>
<td>L</td>
<td>- No nuclear power plants in the study area</td>
</tr>
<tr>
<td>Nuclear Facilities</td>
<td>M</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Postal &amp; Shipping</td>
<td></td>
<td>- Evacuations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities</td>
</tr>
<tr>
<td>Hospitals &amp; Nursing Homes</td>
<td></td>
<td>- Expect damage to telecommunications infrastructure (poles and overhead lines) especially in the Tampa Bay area</td>
</tr>
<tr>
<td>Telecomm: Wireless</td>
<td>H</td>
<td>- Restoration of full service may take weeks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Transport: Railroad</td>
<td>B</td>
<td>- Ground transportation impacts due to flooding and debris could be impacted due to flooding and storm debris.</td>
</tr>
<tr>
<td>Transport: Airports</td>
<td>B</td>
<td>- Potential airport closures in Tampa and Orlando</td>
</tr>
<tr>
<td>Transport: Seaports</td>
<td></td>
<td>- Port of Tampa expected to be impacted</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Area relies on petroleum products shipped through this port</td>
</tr>
<tr>
<td>Water - Drinking Water</td>
<td>M</td>
<td>- Two regional water treatment plants comprise the Tampa Bay water supply</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Water distribution relies on pumps which are reliant on electric power to transport fluids</td>
</tr>
<tr>
<td>Water - Wastewater</td>
<td>M</td>
<td>- Howard F. Cunnin Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains</td>
</tr>
</tbody>
</table>
TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors’ six previous years of seasonal forecasts for Atlantic TC activity between 2001-2006.

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Hurricanes</th>
<th>Update 6 April</th>
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<tbody>
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<th>Update 3 Sept.</th>
<th>Update 2 Oct.</th>
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<tr>
<td></td>
<td>Dec.</td>
<td>Apr</td>
<td>May</td>
</tr>
<tr>
<td>No. of Hurricanes</td>
<td>5</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>No. of Named Storms</td>
<td>13</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>No. of Hurricane Days</td>
<td>30</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>No. of Named Storm Days</td>
<td>55</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td>Intense Hurricanes</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Intense Hurricane Days</td>
<td>6</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Net Tropical Cyclone Activity</td>
<td>125</td>
<td>115</td>
<td>170</td>
</tr>
</tbody>
</table>

**HOW TERRORISTS MIGHT EXPLOIT A HURRICANE**

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaeda to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target evacuation routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

**EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK**

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable, their locations shift, and intensity varies. However, it is conceivable that a terrorist group like al-Qaeda, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.
• Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.
• Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

THREATS ON SITE AND THE HURRICANE LIFECYCLE

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

Entire Life Cycle

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.
## Entire Hurricane Lifecycle

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Hostage Situation or Attack on Evacuation Shelters | • High value target to incite panic  
• Destroying a place of refuge will cause a loss of confidence in the government's ability to protect its citizens | • Mass of population along transportation infrastructure (e.g. bridges, tunnels)  
• Minimal security, numerous bags and suitcases, concentrated population  
• Manned by volunteers (e.g.-lax security) |
| Cyber attacks                        | • Confusion                           | • Terrorists may exploit key websites to pass erroneous information               |
|                                      | • Economic impact                     | • May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc |
|                                      | • Public agitation                    | • Denial of service, network intrusions, release of malicious codes              |
|                                      | • Confusion through erroneous information |                                                                                  |
| Impersonation of first responder personnel | • Moderate Panic                     | • Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance |
Pre-Event

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

### Pre-Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Targeting of Evacuation Routes | • Mass panic  
  • Possible high casualties  
  • Destabilization  
  • Loss of public confidence in the government  
  • Immobile population  
  • Increased media coverage | • Soft target  
  • Mass of population along the transportation infrastructure (key choke points)  
  • High profile nature  
  • Clearly identified evacuation routes susceptible to attack  
  • Could lead to a failure to evacuate |
| Critical Infrastructure Surveillance | • Low initial value; yet useful information for future attacks  
  • Detailed reconnaissance opportunity | • Preparation procedures may be easily observed  
  • Terrorists adapt strategically not tactically |
| Targeting of a shopping mall, grocery store or home improvement center as public prepares | • Possible high casualties  
  • Destabilization and fear  
  • Panic  
  • High media coverage | • Congregation of population  
  • Low security |
**During Event**

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attack on Critical Infrastructure and Key Assets</td>
<td>• High shock value</td>
<td>• Decreased security presence</td>
</tr>
<tr>
<td></td>
<td>• Low panic since population is immobile</td>
<td>• Weakened infrastructure from a natural event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hostage opportunities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Potential reduction of personnel</td>
</tr>
<tr>
<td>Cyber attack on 9-11 Call Centers Emergency Broadcast Network</td>
<td>• Moderate public panic</td>
<td>• Increased reliance on emergency communications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>during an event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Increased volume may impact system</td>
</tr>
<tr>
<td>Physical or Cyber Attack on Communication Towers and Infrastructures</td>
<td>• Confusion</td>
<td>• Communication is critical to respond to an attack,</td>
</tr>
<tr>
<td></td>
<td>• Hamper ability to respond</td>
<td>but is potentially vulnerable to a target attack,</td>
</tr>
<tr>
<td></td>
<td>• Loss of life</td>
<td>either cyber or physical</td>
</tr>
<tr>
<td></td>
<td>• Incite panic</td>
<td></td>
</tr>
<tr>
<td>Increased Access, Ability to Attack via Tidal Surge</td>
<td>• Variable depending on what target and the</td>
<td>• May utilize flooding to access infrastructure</td>
</tr>
<tr>
<td></td>
<td>method of attack</td>
<td>• Tidal surge may destroy key security measures at</td>
</tr>
<tr>
<td></td>
<td></td>
<td>facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• May provide access via water to critical sites,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>attacks on dams</td>
</tr>
</tbody>
</table>
Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Contamination in Distribution Chain of Emergency Relief | • Stress public health system  
• Increase media coverage  
• Further destabilization | • Low security  
• New distribution mechanisms without clarified roles |
| Bomb threats or CBW Hoax | • Panic  
• Stress public health system  
• Increase media coverage | • High alert of the public  
• Weakened emergency response capabilities  
• Overloading of hospitals and health care infrastructure |

Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.
HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)

The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.

I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be
more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today's connected world.

III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.

These suggested items are not intended to replace a company's or facility's Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID’s/passwords).

Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.

Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED’s, and controllers associated with the system under control prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.
- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.
- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to by-pass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.
- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.
- Ensure hardware has current firmware (with security updates) installed.
- Ensure systems are set to fail in a “safe” mode.
- Ensure hardware is configured in compliance with established security policies and procedures.
- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

Verify Software

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.
- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).
- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
- Patch and test any new systems or components that will be installed.
- Test that anti-virus software will not impact control system performance.
- Ensure systems are set to fail in a "safe" mode.
- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.
- Systems should be secured before being attached to a network. Software downloads should be performed from systems "trusted" to be secure.

**Secure Remote Support**

- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
  - If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.
  - Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.
  - Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

**Secure Communication Paths**

- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.
- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.
- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cyber security measures are implemented.
• If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.
• Secure control network internal communications.
• Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.

Safely and Securely Start Control Processes

• Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.
• Ensure safety systems are in place and operating properly before attempting to restart control process.
• Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.
• If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.
• Restart process.
  o Put extra eyes on watching safety and control system displays during restart.
  o Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything “checks-out” OK, establish necessary external communications securely as described in section on “Secure Communication Paths.”

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CCSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and
minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA’s), Sector Coordinating Councils, and sector ISACs to provide status and share information, lessons learned, and data that can be utilized to develop timely situational awareness on the health of critical infrastructure sectors in the areas impacted by the hurricane.

DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

FEDERAL EMERGENCY RELIEF PROCESS
(The following information is provided by APTA)

Basic Process

- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.

- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. It is this request which must discuss the needs and efforts of the transit system. The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.

- FEMA staff reviews the Governor’s request and makes recommendation to the President on request.

- The President makes a determination granting or denying the request in whole or part.

- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.

- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

What Can Transit Do To Be Included

- As early as possible during the situation, contact the Governor’s office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the
Governor's request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.

- During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include “other state agencies... as needed”. If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.

- If the original Governor's request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional/supplementary assistance within 30 days of the termination of the incident or the Declaration, whichever is later. Contact the Governor's office and try to have them make a supplementary request.

- If the original Governor's request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor's office and try to get an appeal of an adverse decision.

- It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state’s Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
ATTACHMENT L

DEPARTMENTAL TELEPHONE CONTACT TREE

HART’s EOC Representative E-mail Group for Hurricane Status Updates
Chief Administrative Officer Telephone Contact Tree

Chief Administrative Officer

Office Manager

Sr. Manager of Procurement & Contracts

Contracts Administrative Assistant

Contracts Specialist

Administrative Assistant II

Purchasing Agent I

IS Liasion and Procurement Analyst
Chief of Strategic Planning and Program Development Telephone Contact Tree
Chief of Service Development Telephone Contact Tree
Chief of Operations Telephone Contact Tree
Chief of Maintenance and Facilities Telephone Contact Tree

- Chief of Maintenance and Facilities
  - Office Manager
  - Director of Fleet Maintenance
    - Administrative Assistant
    - Communication/Electronics Techs
    - Manager of Fleet Maintenance
      - Maintenance Supervisors
        - Mechanics
        - Paint & Body Technicians
      - Fleet Service Supervisor
        - Service Attendants
        - Custodians
      - Streetcar Maintenance Supervisor
        - Streetcar Mechanics
        - Streetcar Facilities Technicians
        - Streetcar General Maintenance
  - Project Manager
  - Manager of Passenger Amenities
    - Route Maintenance Supervisor
    - Route Maintenance Attendants
  - Manager of Facilities
    - Facilities Technicians
    - Transitory Supervisor
    - General Maintenance Attendants
    - General Maintenance Attendants
  - Manager of Technical Services
    - Maintenance Training Instructor
    - Maintenance Coordinator
Risk and Environmental Safety Telephone Contact Tree

Risk & Environmental Safety Director

Administrative Assistant II

Safety & Security Analyst

Administrative Assistant I

Risk Specialists

Legal

Paralegal

Safety & Security Coordinator
May 16, 2011

Ms. Lily Conklin
President
University of South Florida
1201 E. Fowler Avenue
Tampa, Florida 33620

Dear President Conklin:

The Hillsborough Area Transit Authority (HART) has developed an Emergency Preparation Plan to
provide for the efficient movement of passengers and employees during an emergency. This plan
includes an Emergency Operations Center (EOC) to coordinate response efforts.

HART has identified key locations that will be critical in case of a disaster or emergency. These
locations include the EOC and the HART Operations Center. The EOC is located at the
University of South Florida and serves as the primary command center for HART operations.

In order to ensure that the Authority can provide adequate resources to meet the transportation
needs of the community, HART is seeking approval to place 40 to 50 buses in strategic locations
to support the transportation needs of the community.

HART will work closely with USF to ensure that HART's emergency response vehicles will be
assigned to strategic locations during an emergency. HART will maintain a presence at critical
locations to provide transportation support.

HART recognizes that USF is responsible for the safety and security of its campus, and as such,
will coordinate with USF to ensure that HART's emergency response vehicles are available for
use during emergencies.

As a member of the Transportation Industry, HART is committed to providing reliable and
efficient transportation services to the community. HART values the partnership with USF and
will work closely with the university to ensure that transportation needs are met during
emergencies.

HART will continue to work closely with USF and other stakeholders to ensure that the
transportation needs of the community are met during emergencies.

Sincerely,

[Signature]

Director
HART

[Logo]

HART

Florida Metropolitan Planning Organization

[Logo]
### Exhibit 1 – FEMA Flood Hazard Zone Map

#### Legend
- **A**: 1% 2-year Flood Hazard
- **AE**: Special Flood Hazard Area
- **OPEN WATER**: Open water areas
- **V**: 1% 100-year Flood Hazard
- **VE**: VE Special Flood Hazard Area
- **X**: Flood hazard not determined

#### FEMA Flood Hazard Zones

<table>
<thead>
<tr>
<th>Location</th>
<th>Hurricane CAT Zone</th>
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<tr>
<td>21St</td>
<td>0</td>
</tr>
<tr>
<td>Yukon</td>
<td>0</td>
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<tr>
<td>Netpark</td>
<td>0</td>
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<td>UATC</td>
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<tr>
<td>MTC</td>
<td>4</td>
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<tr>
<td>Northwest</td>
<td>3</td>
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</tbody>
</table>
Exhibit 2 – Hillsborough County Evacuation Map & Shelters

Hillsborough County evacuation map and shelters

Hurricane evacuation transportation assistance

During an evacuation, Hillsborough has special routes in the greater Tampa area for people who need transportation to shelters. For more information on these routes, please call 212-5400. The routes are marked on the Hillsborough County Evacuation Map & Shelters. The map also includes potential areas of flooding and landslides, as well as evacuation centers. If you are unsure of where you are, please call 212-5400 for assistance.

Evacuation levels:
- Level A: Evacuate red area and all people in floodplains.
- Level B: Evacuate red and orange zones and all people in floodplains.
- Level C: Evacuate red, orange, and yellow zones and all people in floodplains.
- Level D: Evacuate red, orange, yellow, and green areas, and all people in floodplains.

Shelters:
- Low-intensity Shelters: Plant City, Old Tampa Bay, Sun City, and Delray.
- Medium-intensity Shelters: Brandon, Riverview, and New Port Richey.
- High-intensity Shelters: Apollo Beach, Spring Hill, and Brooksville.

Potential evacuation areas:
- Tampa Bay
- New Port Richey
- Old Tampa Bay
- Plant City
- Brandon
- Riverview
- Sun City
- Apollo Beach
- Spring Hill
- Brooksville

* Shelters subject to change due to weather and other conditions.
** Transportation assistance available for people in floodplains and other designated areas.
Exhibit 3 - Alternate Site Vehicle Parking Log

HURRICANE ALTERNATE SITE
VEHICLE PARKING LOG

<table>
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<tr>
<th>DATE</th>
<th>UNIT#</th>
<th>OPERATOR</th>
<th>PR#</th>
<th>TIME DEPARTING BASE</th>
<th>TIME RETURNED TO BASE</th>
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</tbody>
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Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: ___________________ Name: ___________________ PR# ___________________

On Time: ___________________ Off Time: ___________________ Total Hours: ___________

Vehicle #: ___________________ Beginning Mileage: ___________ Ending Mileage: ___________

Narrative of Assignment: ___________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Staff Post-Hurricane Assignment Card

Date: ___________________ Name: ___________________ PR# ___________________

On Time: ___________________ Off Time: ___________________ Total Hours: ___________

Vehicle #: ___________________ Beginning Mileage: ___________ Ending Mileage: ___________

Narrative of Assignment: __________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Vehicle - Equipment Usage Card

Date: ___________________ Name: ___________________ PR# ___________________

Vehicle #: ___________________ Beginning Mileage: ___________ Ending Mileage: ___________

On Time: ___________________ Off Time: ___________________ Total Hours: ___________

Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid

Type of Vehicle or Equipment: _____________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
Operators Pre-Hurricane Evacuation Card

Date: Date: ____________________________ Name: ____________________________ PR#: ____________________________

Vehicle #: ____________________________ Beginning Mileage: ____________________________ Ending Mileage: ____________________________

On Time: ____________________________ Off Time: ____________________________ Total Hours: ____________________________

Route: ____________________________ Destination: ____________________________

# of Passengers: ____________________________ # Wheelchair Patrons: ____________________________

Special Instructions: ____________________________


Operators Post-Hurricane Evacuation Card

Date: ____________________________ Name: ____________________________ PR#: ____________________________

Vehicle #: ____________________________ Beginning Mileage: ____________________________ Ending Mileage: ____________________________

On Time: ____________________________ Off Time: ____________________________ Total Hours: ____________________________

Route: ____________________________ Destination: ____________________________

# of Passengers: ____________________________ # Wheelchair Patrons: ____________________________

Special Instructions: ____________________________
Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Erwin Technical Center
Exhibit 6 – Map of USF Campus

MAP OF UNIVERSITY OF SOUTH FLORIDA CAMPUS

DETAIL OF PARKING SECTION 43
Exhibit 7 – Emergency Evacuation Routes and Maps
Route # A
Davis Isl. / Florida Ave. to Pizzo Elementary
USF Shelter # 11

ROUTING
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)
Starting Point----Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
onto Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on So. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off-------
Miles from Drop off to Start-------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # A Map

Pizzo Elem. School
Bull Run Dr. @ Fowler Ave.

ROUTE "A"
Operator Routing to Red Cross Shelter
 Officials Evacuation Routing
ROUTE # B
Nebraska Ave. to Pizzo Elem. School
Shelter #11

ROUTING
Starting Point——22nd St. @ Maritime Blvd.
Proceed North on 22nd St. to a
L. on Corrine St. to a
R. on 20th St. turns into 22nd St. to a
L. on 4th Ave. to a
R. on 15th St. to a
L. on 7th Ave. to a
L. on Nuccio to a
Left on Nebraska Ave. to a
R. on Kennedy Blvd. to a
L. on Pierce St. to a
R. on Whitting St. to a
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan /Harrison) to a
L. on Marion St. to a
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)
L. on Nebraska Ave. to a
R. on Skipper Rd. to a
R. on Bearss Ave. to a
R. on B. B. Downs to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1________Trip #4________Trip #7________
Trip #2________Trip #5________Trip #8________
Trip #3________Trip #6________Trip #9________

STATISTICAL INFORMATION
- Passenger count- use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # B Map

Pizzo Elem. School
Bull Run Dr. @ Fowler Ave.

ROUTE "B"
Operator Routing to Red Cross Shelter

Official Evacuation Routing
Route #C
22nd St. Causeway to Doby Elem. School
Shelter # 54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1____________ Trip #4_______ Trip #7_______
Trip #2__________ Trip #6_______ Trip #8_______
Trip #3__________ Trip #6_______ Trip #9_______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross

Updated 4/30/08
*Route # D*

MacDill Credit Union  
*Central Peninsular* / Sgt. Smith Middle School  
Shelter # 8

**ROUTING**

Starting Point----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
R. Gunn Hwy.
R. on Citrus Pointe Dr.
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

**DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR**

Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

**STATISTICAL INFORMATION**

Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1_______Trip #4_______Trip #7_______
Trip #2_______Trip #5_______Trip #8_______
Trip #3_______Trip #6_______Trip #9_______

**STATISTICAL INFORMATION**

- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

**PUBLIC INFORMATION**

- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

*Updated 5/10/11*
ROUTE #E
Port Tampa-West Shore
Middleton High School
Shelter #5

ROUTING
Starting Point----Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxR crossing -Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route #F
Town n' Country / Pizzo Elementary
Shelter # 11

ROUTING
Starting Point----Memorial Hwy. & George Rd.
West on Memorial Hwy.
Stay to the Right to Sheldon Rd. after Hillsborough Ave
R. on Waters Ave.
L. on 20th St. to a
R. on Skagway to a
L. on 22nd St. to a
L. on Fowler Ave. to a
R. on 15th St. to a
R. on 131st Ave. to a
R. on 30th St. to a
L. on Fowler Ave. to a
L. on Bull Run to a  (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. I-275 southbound to a
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off-------
Miles from Drop off to Start-------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated #3/08/08
Route # G
MacDill to Middleton High School
(Shelter – 5)

ROUTING
Starting Point---------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # G Map

Middleton High School
Osborne @ 22nd St.

ROUTE "G"
Operator Routing to Red Cross Shelter
- Official Evacuation Routing
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd.(M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. -----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE #1
West Tampa Peninsular / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point——Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Sheldon Rd.
R. Gunn Hwy.
R. on Citrus Pointe Dr
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the
covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
L. on Gunn Hwy
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd—Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_______Trip #4_______Trip #7_______
Trip #2_______Trip #5_______Trip #8_______
Trip #3_______Trip #6_______Trip #9_______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 3/10/11
Route #J
Town n' Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd.      (just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a  (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough--------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start-------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
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PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
  to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 1/30/08
Route # J Map

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<th>Name</th>
<th>Address 1</th>
<th>Address 2</th>
<th>City</th>
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<td>6720</td>
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# PURCHASE ORDER

**# 1774C**

**Vendor**

EFFICIENCY ENTERPRISES OF TAMPA, LLC  
8509 E MARTIN LUTHER KING  
TAMPA FL 33610  
Tel: 8000000000  
Fax:  

**Date Ordered:** 09/28/2009  
**Freight Terms:** FOB DESTINATION  
**Fleetnet PO:** AGR 2002-07-04  

**Invoice To:**  
HILLSBOROUGH AREA REGIONAL TRANSIT  
ACCOUNTS PAYABLE  
HART EXECUTIVE OFFICE  
1201 EAST 7th AVENUE  
TAMPA FL 33605  

**Delivery Address:**  
HILLSBOROUGH AREA REGIONAL TRANSIT  
HART's MULTI 21st AVENUE OFFICES  
4305 EAST 21st AVENUE  
TAMPA FL 33605  

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<td>09/30/10</td>
<td>YR</td>
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**Pricing Under Agreement No. 2002-07-04**

**Account No. 2024**  
DAVID CHAMBERLAIN: 813-309.1613  
DONNA LOY: 813-309.1620  

---

**For questions relating to this order, please contact:**  
Kevin Caldwell at 813-449-4675  
Email: caldwellk@gohart.org
PURCHASE ORDER

Hillsborough Area Regional Transit Authority

# 1774C

Purchase Order Terms And Conditions

1. Acceptance: The order becomes the basis for the contract at the time the Authority signs the original Purchase Order. The Authority may require additional documents as a condition of acceptance. The order shall be subject to the laws of the State of Florida and any applicable rules of the Hillsborough Area Regional Transit Authority.

2. Deliveries: All items shall be delivered to the Authority in accordance with the Purchase Order. The Authority may inspect all materials and equipment delivered to it. The Authority shall, at its discretion, accept or reject any material or equipment delivered to it. Any material or equipment that is rejected shall be returned to the Seller at the Seller's expense.

3. Payment: Payment shall be made to the Seller upon completion of the services or delivery of the materials and equipment in accordance with the Purchase Order. The Seller shall be responsible for all costs and expenses incurred in connection with the performance of the contract.

4. Inspection and Acceptance: The Authority reserves the right to inspect the materials and equipment delivered to it under the Purchase Order. The Authority may reject any material or equipment that does not conform to the specifications of the Purchase Order. The Seller shall be responsible for the costs and expenses incurred in connection with the rejection of any material or equipment.

5. Insurance: The Seller shall be responsible for obtaining and maintaining insurance coverage as required by the Authority under the Purchase Order. The Seller shall be responsible for all losses and damages that may be incurred in connection with the performance of the contract.

6. Dispute Resolution: Any dispute arising out of or relating to the Purchase Order shall be resolved in accordance with the laws of the State of Florida. The parties shall attempt to resolve any dispute amicably and in good faith. If the parties are unable to resolve any dispute, either party may submit the dispute to arbitration in accordance with the laws of the State of Florida.

For questions relating to this order, please contact:

Kevin Caldwell
at 813-449-4675
Email: caldwellk@gohart.org
May 10, 2011

Ms. Judy Genshaft
President
University of South Florida
4202 E. Fowler Avenue
Tampa, Florida 33620

Dear President Genshaft:

The Hillsborough Transit Authority (a.k.a. HART) has developed an Emergency Preparedness Plan as members of the Hillsborough County Emergency Operations Center. During an emergency, it may become necessary to divert HART’s fleet of buses and support vehicles to several alternate locations in order to assure that the Authority can maintain an adequate number of vehicles to meet the transportation needs of the community.

HART is seeking approval to stage 40 to 50 buses/support vehicles in an identified and authorized parking area on USF property. During the emergency, such as a hurricane, the HART vehicles would be staged in the USF identified parking area for the duration of the storm. In the event of an emergency requiring the relocation of HART vehicles to USF property, a HART representative will contact the University Police Dispatch Center at (813) 974-2628 to begin the coordination of activities.

HART will take care not to harm or damage USF property and will accept liability for any property damage caused by its vehicles up to the limits stated in FS 768.28. HART is a self-insured State chartered entity for general liability exposures. A Certificate of Liability Insurance is attached.

As agreed by both parties (2) two additional provisions are included in this Memorandum of Understanding (MOU); (1) the agreement has a term of one year from the date of signature, and may be renewed for additional one year periods by the mutual agreement of the parties. (2) this agreement can be terminated by either party providing 30 days written notice.

HART hopes to continue a long and lasting relationship with USF, and appreciates the support and assistance provided. If there are any questions regarding this matter, please feel free to contact me at (813) 384-6622.

Sincerely,

Rickey Kendall
Risk & Environmental Safety Director
Hillsborough Transit Authority

Through this Memorandum of Understanding, I agree to allow the Hillsborough Transit Authority in the event of an emergency (hurricane or storm) to use an area identified by USF as a Staging area.

BY: [Signature]
DATE: 6/9/11

Winner of the American Public Transportation Association 2010 Outstanding Public Midsize Transportation System Achievement Award
# Hurricane Emergency Plan

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**Originated By:**

Dale Smith, Manager of Facilities  
David Kelsey, Safety and Security Analyst

**Reviewed By:**

Steven Taylor, Director of Maintenance  
Rickey Kendall, Manager of Risk and Environmental Safety  
Keith Sanders, Director of Bus Operations  
Sylvia Castillo, Acting Chief Operating Officer

**Approved By:**

Philip R. Hale, Chief Executive Officer

**Date:**

6-25-12
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<thead>
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<td>ATTACHMENT F – NON-HART EMERGENCY PHONE NUMBERS</td>
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<tr>
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</table>
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Exhibit 6 – Map of USF Campus ........................................................................ 82
Exhibit 7 – Emergency Evacuation Routes and Maps ........................................ 83
A. SCOPE

This Standard Operating Procedure (SOP) pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

B. PURPOSE

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities.

C. ABBREVIATIONS / DEFINITIONS

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<tr>
<td>TCC</td>
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<tr>
<td>MCC</td>
<td>Maintenance Command Center</td>
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<td>Plan</td>
<td>Hurricane Emergency Plan</td>
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<td>CCC</td>
<td>Central Command Center</td>
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<tr>
<td>USF</td>
<td>University of South Florida</td>
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<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>IS</td>
<td>Information Systems</td>
</tr>
</tbody>
</table>

D. REFERENCES

The Saffir/Simpson Hurricane Scale
National Weather Service
Hillsborough County Emergency Operations Center

E. FORMS

Staff Pre-Hurricane Assignment Card
Staff Post-Hurricane Assignment Card
Operators Pre-Hurricane Evacuation Card
Operators Post-Hurricane Evacuation Card
Vehicle – Equipment Usage Card
Vehicle Parking Locator

F. REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

Generators
Purchase sufficient amounts of fuel - fuel all vehicles
Flashlights/Lanterns/Batteries
Drinking Water
First aid supplies
Portable radio with batteries
Coolers
Heavy-duty rain gear (jackets, pants, knee-high boots)
Sandbags, plastic sheeting, masking tape, plywood, lexan
Toilet paper
Duct tape and large thick-ply garbage bags – to be used to cover and protect fare boxes and radios on all transit vehicles.

G. PROCEDURE

On April 1 of each year, the COO and the MOF will initiate the annual recruitment of HART personnel for the HART Emergency Response Team. The list of voluntary and required team personnel will be in place and submitted to the COO by June 1.

Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1 of each year to determine changes that must be made. Information will be sent to the Document Control Librarian no later than May 15.

On May 1 of each year, the MOF shall have maintenance personnel evaluate all facilities and structures for suitability. A final report shall be made and submitted to the DOM and COO by May 21. This report will include any issues that may impact the ability of the facilities and structures to withstand hurricane conditions.

On May 1 of each year, the DOM and the MOF will review the Equipment Checklist and assure that all necessary emergency equipment is procured by May 31.
## Executive Staff

A. On June 15 of each year, the COO will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified and designated for each department.
2. A review of the "Information to Be Updated Yearly" checklist will be conducted for annual assignment of responsibilities.
3. Each employee will review and clarify his or her assignment functions and responsibilities.
4. A copy of the Plan will be sent to all Chiefs for review prior to the June 15 briefing.
5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 15.

B. Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional emergency procedures will be identified as they pertain to the individual departments.

## Managers

A. Ensure that all department personnel are familiar with and have reviewed the Plan.

B. Initiate annual voluntary "sign-up" of employees for the ERT.
C. Identify supervisory personnel who will be assigned to the ERT.
D. Coordinate assignment of all ERT members.
E. Identify areas to safely store equipment (i.e.: staff vehicles, vans, buses, streetcars).
F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).
G. Coordinate emergency purchasing agreements with Purchasing Department (onsite and offsite fuel).
   1. Offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, 8509 E Martin Luther King/Hwy 301. Tampa Fl, 33610.
H. Ensure the availability of petty cash on hand (minimum $1,000).
I. Coordinate with the EOC regarding the status of emergency operations.
J. Coordinate with HART’s PIO for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #’s).
K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.
L. Address onsite and offsite security issues.
M. Contact contract security services.
N. Contact all offsite emergency vehicle storage sites to secure MOUs.
O. Ensure that safety procedures are in place, practiced and maintained by all personnel.
P. Prepare and update list of buses and vans most suitable for EOC evacuation and HART service.

7.3 Chief Executive Officer
A. By June 15 of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

H. GENERAL INFORMATION

There are three emergency power generators at the 21st Avenue facility. The administration building has emergency backup power provided by a 450Kw Kohler generator with a 1,000 gallon fuel tank. The preventive maintenance building has emergency backup power provided by a 125Kw Caterpillar generator with a 400 gallon fuel tank. The heavy maintenance building has a 50Kw generator with a 20 gallon fuel tank that provides emergency power to the fueling area and the maintenance supervisors’ office. During a power outage the emergency lights in the offices and
hallways of all buildings may stay on for approximately twenty-five (25) minutes from the
time they are first activated.

Once a Hurricane Warning goes into effect, it is imperative to assure that all HART
vehicles are fueled to "full", HART's 21st Avenue fuel storage tanks are filled to
maximum capacity, and arrangements are made throughout the hurricane season for
offsite fueling locations.

In the event that the fuel pumping system goes down and we need to exercise the off-
side emergency fuel plan, first contact the following Facilities personnel to report the
problem:

1. Technician on call 813-309-0255
2. Master Facilities Technician 813-309-1604
3. Manager of Facilities 813-526-1302

After contacting the correct personnel, please call the Manager of Fleet Maintenance at
813-394-6087. Once all appropriate calls have been made, vehicles should be taken off
property to be fueled for the duration of the outage.

The offsite diesel fuel for transit vehicles is only to be purchased at Efficiency
Enterprises of Tampa, 8509 E Martin Luther King/Hwy 301, Tampa Fl, 33610.

HART leases four (4) satellite telephones for use during prolonged telephone service
outages. COO will direct the distribution of the satellite phones as follows:

1. CEO
2. DOM
3. COO
4. Dispatch

In addition to having individual / specialized departmental procedures, each department
should also submit an ERT volunteer list for those staff members who are willing to
assist at the 21st Avenue and Ybor City facilities.

I. INFORMATION TO BE UPDATED YEARLY

1. Detailed Individual Departmental Procedures
2. Equipment and Supplies Inventory
3. HART Voluntary Hurricane Emergency Response Team Lists
4. EOC Emergency Routing and Maps
5. Hurricane Disaster Shelter List
6. Dedicated Hurricane Bus and Van List
7. Vehicle Dispersal Plan
8. Dispatch 24 hour Coverage and Personnel Schedule
9. Customer Service Personnel Schedule
10. Media Fax Numbers for Public Outreach
11. Disabled Clients / Agencies / Organizations Lists
12. Walkie-Talkie List
13. Contracts, MOUs, MOAs

J. ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he / she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

10.1 Boarding and Securing Facilities

A. Prior to the direct strike of a hurricane, the MOF will ensure that the following safety precautions have been met at all HART facilities:

1. Board up windows and openings. Secure outside objects.
2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
3. Disconnect and, if necessary, relocate all computerized equipment.
4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
5. Where possible, move all items away from windows.
6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. The filing cabinet will be covered with plastic sheeting, taped, and left in the room.
7. All office equipment, including computers, should be placed on a solid object at least two feet above the floor. They shall be covered in plastic sheeting and taped.
8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.

B. Facilities maintenance personnel must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.
10.2 Information Systems (IS)

A. Backup all computer data to one or more sources.

10.3 Fleet Movement

A. For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.

**Hurricane Vehicle Dispersal Plan**

**Fixed Route**

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<th>Quantity</th>
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<td>1001 – 1029</td>
<td>Big Bus</td>
<td>29</td>
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<td>2425 – 2427</td>
<td>Hybrid Bus</td>
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**21st Avenue**

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<td>23</td>
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</table>

B. Once this process is activated, Maintenance and Operations will work together to determine the need to move HARTPlus vehicles, and any non-revenue vehicles to the offsite Yukon and USF locations.

C. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.

**K. EMPLOYEE NOTIFICATION PROCESS**

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives
the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

11.1 Pre-Storm

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.

B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.

1. The work status of all Maintenance and Facilities personnel will be determined by the DOM.

2. The DOM, or designee, will determine the work status of all fleet maintenance employees.

3. The appropriate Chiefs will determine the work status of all other HART personnel.

4. A transportation briefing room will be set up in the administration building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. The Dispatch Hotline number is (813) 384-6372 or 813-626-3548. If this number is unavailable, call (813) 309-0692.

E. All Maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT Maintenance personnel will be relieved first. All Maintenance personnel, once relieved of duty are to call the maintenance line daily at (813) 384-6415 at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.

F. Employees are required to notify either Dispatch or Maintenance in the event of an emergency evacuation or relocation and leave a contact phone number.

11.2 Post-Storm
A. All HART personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. If you are unsure of your status call the Dispatch Hotline number at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

F. Non-essential personnel will be assigned to emergency support functions on an “as needed” basis.

G. Post hurricane operations will deal primarily with the following priorities:
   1. Recovery - Damage assessment (facilities, vehicles, and property)
   2. Communication - Call back/contact of HART personnel
   3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief's briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART departments. The CCC will be located in the 24th Avenue main conference room. All Chiefs and Directors will receive their instructions at this location.

J. The TCC will be located in dispatch and the MCC will be in the maintenance conference room.

L. HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
## HART

**Cell Phone User List (Updated 5/31/2012)**

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<tr>
<th>Name</th>
<th>Area Code</th>
<th>Cell #</th>
<th>Department</th>
<th>Position</th>
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<td>813</td>
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<td>Bus Transportation</td>
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<td>Shavalier, Mary</td>
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<td>Smith, Chaz</td>
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<td>Sr. Network Engineer</td>
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<td>394-6279</td>
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<td>Programmer Analyst</td>
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<td>813</td>
<td>309-3494</td>
<td>Information Systems</td>
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<td>Williams, Carla</td>
<td>813</td>
<td>309-1029</td>
<td>Community Relations</td>
<td>Community Relations Specialist</td>
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ATTACHMENT B – GENERAL HURRICANE INFORMATION

1.0 NAMES FOR ATLANTIC STORMS

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<td>Mindy</td>
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<td>Nicholas</td>
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<td>Wendy</td>
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Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

2.2.1 Hurricane Watch

HART will ready the Hurricane Emergency Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the EOC announces a Hurricane Watch for Hillsborough County, HART’s EOC contact will notify the COO. The COO, after approval of the CEO, will initiate the HART Hurricane Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 19) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 39 mph, HART will cancel all paratransit and streetcar services.

2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Bus Operations shall continue until winds reach 35 mph or above, as directed by the CEO or his/her designee.
HART’s priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County’s entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 HURRICANE SCALE

Storm size or force is based on the Saffir/Simpson Hurricane Scale. In 2012, the Scale underwent a minor modification in order to resolve awkwardness associated with conversions among the various units used for wind speed in advisory products. The change broadens the Category 4 wind speed range by one (1) mph at each end of the range, yielding a new range of 130-156 mph. This scale defines five categories as follows:

2.1 The Saffir-Simpson Hurricane Scale

<table>
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<tr>
<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage</td>
</tr>
<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
</tr>
<tr>
<td>Three</td>
<td>111-129 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 6 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>130-156 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains</td>
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</table>
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
- HART Executive management will advise HART employees when to report to work.
- All ERT personnel will be advised to be on standby for the hurricane.
- Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.
- Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.
- Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation

A. Level 0 - Routine. Normal service, regular operational mode.
B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.
C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.
D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.
E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.
F. Level 5 - Full Emergency Status. HART's 21st Avenue facilities expected to take direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY

Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.
Bulletin: Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.

Gale Warnings: A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.

Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

Hurricane Center or "Eye": The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

Hurricane Warning: A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a Hurricane Warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

Hurricane Force Winds: Winds of 74 MPH (64 knots) and higher.

Hurricane Watch: An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane Watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A Hurricane Watch implies the possibility of dangerous conditions within 24-48 hours.

Latitude: The distance north or south of the equator, measured in degrees along the median.

Longitude: The distance east or west of Greenwich, measured in degrees.

Squall: A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

Storm Surge: The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.
Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning.

Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.

Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions

A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
B. Activation may be accelerated based on weather updates.
C. Members should prepare for rapidly changing situations.
D. Members will support numerous functions.

4.2 Team Planning Assumptions

A. HART base radio communications could become disabled.
B. All phone services could be disrupted, overloaded.
C. Roads may not be passable.
D. The ability to communicate with the EOC and our own team members may be impaired.
E. Confusion will abound.
F. Coordinators may find it difficult to coordinate team response.
G. Some team members may leave the area before the impact of the disaster.
H. Electricity, water and other public works may be disrupted.
I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION

The PIO, or designee, shall prepare information to advise HART customers of service based on data reports received from the EOC. The PIO shall prepare releases and
submit these to the EOC Media Relations staff for distribution. The PIO may also work with the EOC to assist in distributing HART employee information. For more information about this procedure, see Attachment J – External Communications and Internal Communications.

6.0 EMERGENCY SHELTERS

The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.

HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 HURRICANE OPERATIONS

Once actual hurricane conditions exist, all HART services and facilities will be shut down subject to direction of the CEO or his/her designee.

8.0 DAMAGE ASSESSMENT/SURVEY

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the CEO and COO. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, stations and sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 RECOVERY OPERATIONS

Recovery is that phase of a disaster which occurs after emergency needs have been met, the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART’s employees and the
community to return to some semblance of normal operations and normal life as soon as possible.
ATTACHMENT C - BOARD MEMBER CONTACTS

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY
2012 BOARD OF DIRECTORS

City of Tampa Representatives

Fran Davin - Chair
8508 Snowy Owl Way, Tampa, FL 33647
Phone: 813-977-0032
Term Expires: 10-31-2012
E-mail: fmdavin1@verizon.net

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315 E. Kennedy Blvd., Tampa, FL 33602
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Assistant: Betsie Caufield

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Term Expires: 10-31-2012
E-mail: rgovin@minustemple.org
### ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES-2012

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
</table>
| Cheryl Hott           | Deaf & Hearing Connection for Tampa Bay  
7821 Seminole Blvd.  
Seminole, FL 33772  
727-399-9383                                                     |                   | chott@dhcb.org                       |
| Laura White           | United Cerebral Palsy  
2215 E. Henry Ave.  
Tampa, FL 33610  
813-237-3381                                                     |                   | lwhite@ucptampa.org                  |
| Sheryl Brown or Judy Brannon | Tampa Lighthouse for the Blind  
1105 W. Platt St.  
Tampa, FL 33606  
813-254-4305                                                        |                   | sheryl.brown@tampalighthouse.org     |
| Millie Bucy Employment Specialist | Enhanced Parent Involvement  
FDPRS  
4210 W. Bay Villa Ave.  
Tampa, FL 33611  
813-837-7733                                                        |                   |                                     |
| Brenda Ruhl           | Self Reliance, Inc.  
8001 N. Armenia Ave.  
Tampa, FL 33604  
813-375-3965                                                        |                   | bruehl@selfreliance.org              |
| Jennifer Schaefler    | Bay Care Home Care  
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Tampa, FL 33614  
813-243-7418                                                        |                   |                                     |
| Maureen Shalleross    | Tampa Bay Performing Arts Ctr  
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813-222-4897                                                        |                   | maureen.shalleross@strazcenter.org |
| James O'Brien         | National MS Society  
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| Art Keeble            | Arts Council  
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813-276-8250                                                        |                   | keeblea@tampaarts.org                |
| Janet Sanchez         | West Central Florida Area  
Agency of Aging  
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| Sharon Door           | West Coast Brace & Limb  
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813-965-4499                                                        |                   | sharon@wcol.com                     |
| Amy Vandentoboogert   | Disability Rights Florida  
1000 N. Ashley Dr., Ste 513  
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813-233-2958                                                        |                   | amyv@disabilityrightsflo.org        |
### Alliance for Citizens with Disabilities - 2012

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elbert Davis</td>
<td>Children's Board 1002 E Palm Ave., Tampa, FL 33605</td>
<td>813-229-2894</td>
<td><a href="mailto:bdavis@childrensboard.org">bdavis@childrensboard.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-228-8122</td>
<td></td>
</tr>
<tr>
<td>Dan Grant</td>
<td>Epilepsy Services of West Central Florida 4618 N. Armenia Ave., Tampa, FL 33603</td>
<td>813-870-3414</td>
<td><a href="mailto:miranda@epilepsyservices.com">miranda@epilepsyservices.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-870-1321</td>
<td></td>
</tr>
<tr>
<td>John Reynolds or Louisa Peyton</td>
<td>Divison of Blind Services 415 S. Armenia Ave., Tampa, FL 33609</td>
<td>813-871-7190</td>
<td><a href="mailto:lousepayton@dbs.fido.org">lousepayton@dbs.fido.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-871-7161</td>
<td></td>
</tr>
<tr>
<td>Karen Zinszer</td>
<td>Outpatient Coordinator TGRC P.O. Box 1289 Tampa, FL 33601</td>
<td>813-844-7270</td>
<td><a href="mailto:kzinszer@lgh.org">kzinszer@lgh.org</a></td>
</tr>
<tr>
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<td></td>
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</tr>
<tr>
<td>Mary Mlne</td>
<td>St. Pete Times Forum 401 Channelside Dr., Tampa, FL 33602</td>
<td>813-301-5762</td>
<td><a href="mailto:mmlne@splinesforum.com">mmlne@splinesforum.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-301-1494</td>
<td></td>
</tr>
<tr>
<td>Joanne Gonzalez</td>
<td>Hillsborough County Schools H.A.R. C.-10802 Hackney Dr. Riverview, FL 33569</td>
<td>813-663-9555</td>
<td><a href="mailto:jgonzalez@bass.org">jgonzalez@bass.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-622-9044</td>
<td></td>
</tr>
<tr>
<td>Connie Hayden-McPeak</td>
<td>Hillsborough County School Board 4210 W. Bay Villa Ave., Tampa, FL 33611</td>
<td>813-837-7777</td>
<td><a href="mailto:conniehaydenmcpeak@sdhc.k12.fl.us">conniehaydenmcpeak@sdhc.k12.fl.us</a></td>
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<tr>
<td></td>
<td></td>
<td>Fax: 813-837-7702</td>
<td></td>
</tr>
<tr>
<td>Ross Obanor</td>
<td>Angels Unaware P.O. Box 270040 Tampa, FL 33688</td>
<td>813-961-1159</td>
<td><a href="mailto:aviemdr@aol.com">aviemdr@aol.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-265-1655</td>
<td></td>
</tr>
<tr>
<td>Richard Lilliston</td>
<td>HARC Hillsborough County 2714 W. Kirby Street Tampa, FL 33614</td>
<td>813-273-6364</td>
<td><a href="mailto:rjlliston@hillsarc.com">rjlliston@hillsarc.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-307-9750</td>
<td></td>
</tr>
<tr>
<td>Ed Wisniewski</td>
<td>Hillsborough County Specialized Transportation 4023 N. Armenia Ave., Ste 300 Tampa, FL 33607</td>
<td>813-276-8999</td>
<td><a href="mailto:WisniewskiE@HillsboroughCounty.org">WisniewskiE@HillsboroughCounty.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-801-6623</td>
<td></td>
</tr>
<tr>
<td>Michael Ross</td>
<td>Project Return - Housing 304 W. Waters Ave. Tampa, FL 33604</td>
<td>813-933-9020</td>
<td><a href="mailto:mross@projectreturn.org">mross@projectreturn.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-932-0614</td>
<td></td>
</tr>
<tr>
<td>Fred Fiedler</td>
<td>Project Return-Housing 1308 W. Waters Ave Tampa, FL 33604</td>
<td>813-930-0575</td>
<td><a href="mailto:fiedler@projectreturn.org">fiedler@projectreturn.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 813-393-0474</td>
<td></td>
</tr>
<tr>
<td>Cindy Clark</td>
<td>Vocational Rehabilitation 9250 Bay Plaza Blvd., Ste 315 Tampa, FL 33619</td>
<td>813-740-4700</td>
<td><a href="mailto:cynthia.clark@vr.fido.org">cynthia.clark@vr.fido.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 813-740-4712</td>
<td></td>
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<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandy Sroka</td>
<td>Hillsborough County ADA Coordinator</td>
<td>813 276-2742</td>
<td><a href="mailto:spkas@hillsboroughcounty.org">spkas@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 1110</td>
<td>Fax: 813 272-5207</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33601</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Linda Irish</td>
<td>Goodwill Industries Suncoast, Inc.</td>
<td>813-831-6988</td>
<td><a href="mailto:Linda.irish@goodwillsuncoast.com">Linda.irish@goodwillsuncoast.com</a></td>
</tr>
<tr>
<td></td>
<td>Freedom Village II</td>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5002 S. Bridge St.</td>
<td>813-831-5819</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33611</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Michelle Ogilvie</td>
<td>Hillsborough County – City Planning Commission / Metropolitan Planning Organization</td>
<td>813-272-5940</td>
<td><a href="mailto:ogilvium@plancom.org">ogilvium@plancom.org</a></td>
</tr>
<tr>
<td></td>
<td>601 E. Kennedy Blvd.,</td>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33602</td>
<td>813-301-7172</td>
<td></td>
</tr>
<tr>
<td>Karen Sinnreich</td>
<td>Disability Rights Coordinator - City of Tampa Community Affairs</td>
<td>813-307-5595</td>
<td><a href="mailto:Karen.Sinnreich@ci.tampa.fl.us">Karen.Sinnreich@ci.tampa.fl.us</a></td>
</tr>
<tr>
<td></td>
<td>102 E 7th Avenue</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS

American Red Cross ................................................................. 813-438-4820
American Red Cross Disaster Assistance ........................................ 1-866-438-4636
Clean City Division ........................................................................ 813-931-2140
Code Enforcement .......................................................................... 813-274-5545
County Special Needs Shelter Registration ........................................ 813-272-5900
Crisis Center .................................................................................. 211
Emergency Operations Center ....................................................... 813-232-6990
FEMA ......................................................................................... 1-800-621-3362
Florida Dept. Agriculture & Consumer Services .............................. 1-800-435-7352
Florida Dept. Financial Services Consumer Help Line ...................... 1-800-342-2762
Florida Division Emergency Management ....................................... 1-850-413-9900
Hurricane Information Desk (City) .................................................. 813-232-6990
Hurricane Information: Pre/Post Non-Emergency (County) ............... 813-272-5900
Hurricane Help Line (State) ............................................................ 1-800-227-8676
McKay Bay Transfer Station/Scale House ........................................ 813-242-7835
National Flood Insurance Program .................................................. 1-888-356-6329
Neighborhood & Community Relations ............................................ 813-234-7635
Parks & Recreation ......................................................................... 813-234-8615
Poison Control Hot Line ................................................................. 1-800-222-1222
Police Department .......................................................................... 813-231-6130
Public Works Emergency - After Hours .......................................... 813-622-1940
Solid Waste Department ................................................................. 813-348-1111
Storm Water Department ............................................................... 813-622-1901
TECO ............................................................................................ 813-223-0800
TECO Outage ................................................................................ 1-877-568-1010
Traffic/Travel Information ............................................................... 511
Tree Emergency ............................................................................. 813-931-2168
Wastewater Department ................................................................. 813-259-1693
Water Department Emergency Services ......................................... 813-274-7400

Please visit our website at www.tampagov.net/neighborhoods for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under “My Tampa Address.”

If our office can be of further help, please do not hesitate to contact us at 274-7835.
## ATTACHMENT F – NON-HART EMERGENCY PHONE NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEOC</td>
<td>813-236-3800</td>
</tr>
<tr>
<td>Meteorologist</td>
<td>813-645-4111, 645-2323 or 453-6149</td>
</tr>
<tr>
<td>PSTA Dispatch</td>
<td>727-540-1839</td>
</tr>
<tr>
<td>PSTA Analog number</td>
<td>727-556-6371 – in case digital system goes down</td>
</tr>
<tr>
<td>YES Team</td>
<td>813-833-0738</td>
</tr>
<tr>
<td>St. Joseph’s Hospital</td>
<td>813-870-4000</td>
</tr>
<tr>
<td>ADT Security</td>
<td>800-238-2727 (Alarm service)</td>
</tr>
<tr>
<td>Security Engineers</td>
<td>813-870-1241 or Cell #813-352-8844 (Guard Service)</td>
</tr>
<tr>
<td>Ybor Flash Storm</td>
<td>813-622-1901 – Flooding problems – 24 hr. emergency</td>
</tr>
<tr>
<td>Quality Inn, 4955 East 18th Ave.</td>
<td>813-623-6000</td>
</tr>
<tr>
<td>off 50th St. North of I-4</td>
<td></td>
</tr>
<tr>
<td>Stepp’s Transportation</td>
<td>813-621-8884, 621-4224, 621-8889, 621-8989 or</td>
</tr>
<tr>
<td></td>
<td>Cell 813-293-1360</td>
</tr>
</tbody>
</table>
ATTACHMENT G - HART HURRICANE FAQS

What is HART's emergency response team and who are its members?

The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Public Information, Marketing and Community Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?

If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?

There is a complete listing of all contact numbers in the HART 2012 Hurricane Plan. Copies are available.

How do I update my contact information?

Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. prior to any emergency. If there is a change following the storm, contact your supervisor with the updated information.

What are the hurricane stages?

For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch – issued 36 hours prior to the anticipated landfall of a hurricane
- Hurricane Warning – issued 24 hours prior to the anticipated landfall of a hurricane
- Hurricane Operations
- Post Hurricane Operations

When does HART cease its operations?

HART CEO will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 35 miles per hour.

Where do I find the flood zones map?

Most hurricane guides show flood zones. Some downtown employees will have received a 2012 Hurricane Guide published by the Tampa Bay Regional Planning Council. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at:
http://hillsboroughcounty.org/pgm/hazardmit/floodMap/homeownerEffects.cfm#HEZ

NOTE: You can obtain specific information for your address there.

Can I seek shelter in HART's facilities?

No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.
Where are hurricane shelters located? (Primary/special needs/pet)

An updated list of all hurricane shelters is available on the County website at: www.hillsboroughcounty.org which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

What are the evacuation routes?

HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org

How do I help to secure facilities/equipment?

- If necessary, disconnect, cover and secure all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.
- Each department should have a hurricane plan specific to their departmental needs to be used in conjunction with this plan.

What documentation must I secure?

Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

What is the employee notification process (pre/during/post storm)?

- Section 11.0 – Employee Notification Process, outlines steps to be taken in the following instances:
  
  G. As the storm approaches your supervisor will advise you of the arrangement for the following day according to your departmental plan. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt, call the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

  - During the hurricane do not attempt to call HART. All operations are suspended.
  - Following a major hurricane you should contact the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining) or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

When do I return to work?

HART will make every attempt to resume service as quickly as possible following the storm. Check with your supervisor to see where and when to report. If you are unable to contact your
Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.

Whom do I contact to find out about HART services status?
You should contact either your supervisor, the HART customer service number (254-HART, 254-4278) or call the Dispatch Hotline at (813) 384-6372 or 813-626-3548.

Where do I report if the Ybor City Office is closed?
It is likely that in the event of a major hurricane that the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

What will be my pay status following the hurricane?
If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?
Your first duty is to your family. Contact your supervisor to make them aware of your particular circumstances. If you are unable to contact your supervisor, contact the 21st Avenue office (623-5835) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

What are the post hurricane operations modes?
- Recovery - Damage assessment (facilities, vehicles, and property)
- Communication - Call back/contact of HART personnel
- Restoration - Delivery of service

Who can be assigned emergency support functions?
Anyone; non-operations personnel will be assigned to emergency support functions on an “as needed” basis. This could include duties related to Recovery, Communication, or Restoration.

What can I do if there is major devastation, service cannot be restored immediately, and I can’t return to my work assignments?
If the “big one” makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT H – PROGRESSIVE SERVICE REDUCTION

1.0 Level “A” Reduction

Operation of Local Fixed-Route Service

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Bus Service

Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Paratransit Service

Continue in operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service

Operate 40 minute headways as weather conditions permit.

2.0 Level “B” Reduction

Operation of Local Fixed-Route Service

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service

No service provided.

HARTPlus Paratransit Service

Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit. A “cut off” time for evening and nighttime service may be implemented.

Streetcar Service

Operate 40 minute headways as weather conditions permit. A “cut off” time for evening and nighttime service may be implemented.

3.0 Level “C” Reduction

Operation of Local Fixed-Route Service

Transportation will run a “Reduced Route” weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

See “Reduced Route” Weekday Service Routes in 8.0 below.
Weekday Express Bus Service
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
No service provided.

4.0 Level “D” Reduction

Operation of Local Fixed-Route Service
Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

5.0 Level “E” Reduction

Operation of Local Fixed-Route Service
Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Service
No service provided.

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.
6.0 Level “F” Reduction

Operation of Local Fixed-Route Service

Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART’s involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

7.0 Level “G” Reduction

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

Operation of Local Fixed-route Bus Service
No service provided.

Weekday Express Bus Service
No service provided.

HARTPlus Paratransit Service
No service provided.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

8.0 Route Information as of May 23, 2012

Current weekday local service routes
1, 2, 4, 5, 6, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, 89, (South County 87, 88), (In Town Trolley 96, 97). Total number of local weekday routes = 32
Current weekday express service routes

20, 22, 24, 25, 27, 28, 35, 47, 50, 51, 59, 200. Total number of weekday express routes = 12

Current Saturday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, 97. Total number of Saturday local routes = 21

Current Sunday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

"Reduced Route" Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (additionally - 16, 33, 37 if manpower allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of July 10, 2012

Express Manpower Requirements

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<tr>
<td>22X</td>
<td>2 AM/2 PM</td>
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<td>23X</td>
<td>2 AM/2 PM</td>
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<td>24X</td>
<td>5 AM/6 PM</td>
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<td>25X</td>
<td>6 AM/7 PM</td>
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<td>3 AM/2 PM</td>
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<td>28X</td>
<td>2 AM/2 PM</td>
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<td>35LX</td>
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<td>47LX</td>
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<td>50X</td>
<td>2 AM/2 PM</td>
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<td>51X</td>
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<tr>
<td>59LX</td>
<td>4 AM/4 PM</td>
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<td>200X</td>
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Manpower Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
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<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – AM and possible PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Streetcar</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Service Level B</td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
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<tr>
<td>-----------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Streetcar</td>
<td>Reduced Service will continue to run as long as weather conditions permit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Level C</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>40 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Level D</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>42 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Level E</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>36 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
</tbody>
</table>
Service Level F  Number of Operators Required for a 12 Hour Service Period

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided— one (1) bus and operator on each route</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

**Service Level G**

| All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC. |

**EOC Hurricane Evacuation Routing Manpower/Operator Requirement**

Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

**Moving of HART vehicles to off-site locations – Yukon and USF.**

Depending on what time this movement begins and how much time is left after all other services have begun to cease, ten (10) to fifty (50) operators will be required to perform this function.

**Securing Streetcars and Sub-stations**

Upon discontinuing streetcar service, nine (9) streetcars will be secured inside the streetcar barn. The remaining streetcar will be secured with poles removed outside of the streetcar barn. Sub-stations will have entry points sealed.

**10.0 Hours of Operation for Hurricane Team Operators**

Current HART/ATU contract language provides as follows:

**ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES**

3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time.
11.0 Additional Contract Language Related to Hurricane Operations

**ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE**

1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority’s services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority’s operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.

4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the ‘Emergency Response Team’ will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.

5. Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.

6. Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.
12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators’ reports at 0350hrs and runs to 1400hrs - second group of operators’ reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon Centers.
ATTACHMENT I – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer’s instructions. The manufacturer’s instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. “Secured” means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
FOR FURTHER INFORMATION:
Marilyn Burke
PHMSA Emergency Coordinator
703-403-0365

3.0 EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:
- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, and then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

NOTE: If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check for passengers, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
ATTACHMENT J – MEDIA CONTACT LIST – 2012

1.0 TELEVISION STATIONS

Bay News 9
E-mail: desk@baynews9.com
Newsroom phone: (727) 329-2400
*First contact, if possible

WFLA-Ch. 8 (NBC)
Email: news@wfla.com
Newsroom phone: (813) 221-5788

WTVT-Ch. 13 (FOX)
E-mail: news@wtvt.com
Newsroom phone: (813) 870-9630

WTSP-Ch. 10 (CBS)
E-mail: desk@tampabays10.com
Newsroom phone: (727) 577-8550

WFTS – Ch. 28 (ABC)
E-mail: newstips@wfts.com
Newsroom phone: (813) 354-2800

WUSF- TV Ch. 16 (PBS)
E-mail: news@wusf.org
Phone: (813) 974-4000

WVEA-Ch. 62 (Univision)
E-mail: noticiastampa@entravision.com
Phone: (813) 998-3662

WRMD-Ch. 57 (Telemundo)
E-mail: tampa57@aol.com
Phone: (813) 319-5757
Fax: (813) 319-0029

2.0 RADIO

Clear Channel:
E-mail: rcbauer@clearchannel.com
Phone: (813) 832-1000
Fax: (813) 831-6397
WBTP-FM 95.7 (the Beat)
WXTB-FM 97.9 (98 Rock)
WMTX-FM 100.7 (Mix)
WFUS-FM 103.5 (US 1035)
WFLZ-FM 93.3 (93-3 FLZ)
WHNZ-AM 1250 (Impact Radio)
WDAE-AM 620 (the Sports Animal)
WFLA-AM 970
news@970wfla.com
News tip line: (813) 831-9797

Cox Radio
E-mail: tom.paleveda@coxtampa.com
Phone: (727) 579-2000
Fax: (727) 579-2662
WWRM-FM 94.9 (Magic)
WDUV-FM 105.5 (Dove)
WPOI-FM 101.5 (Point)
WXGL-FM 107.3 (the Eagle)
WHPT-FM 102.5
WSUN-FM 97.1 (97X)

CBS Radio
E-mail: rblock@wsjt.com
Phone: (727) 563-8941
Fax: (727) 563-8902
WLLD-FM 98.7 (Wild)
WSJT-FM 94.1
WRBQ-FM 104.7
E-Mail: mike.culotta@cbs.com
Phone: (813) 637-7825
Fax: (814) 289-0408
WQYK-FM 99.5
WQYK-AM 1010
WYUU-FM 92.5
3.0 ALTERNATE MEDIA

WMNF-FM 88.5
E-mail: newsroom@wmnf.org
Phone: (813) 238-8001

WUSF-FM 89.7
E-mail: news@wusf.org
Phone: (813) 974-8700

WWBA-AM 1040
E-mail: studio@wwba1040.com
Phone: (813) 281-1040
(Fax: (813) 281-1948)

WWMI-AM 1380 (Radio Disney)
E-mail: drew.rashbaum@abc.com
Phone: (727) 577-4500
Fax: (727) 579-1340

WRMD-AM 680 (Genesis)
E-mail: none
Phone: (813) 637-8000

WAMA-AM 1550
E-mail: none
Phone: (813) 319-5757

WTMP-AM 1150 and FM 96.1
E-mail: lowmuhammad@tampabroadcasting.com
Phone: (813) 620-1300
Fax: (813) 628-0713

WLLC-AM 760
E-mail: angela@toplinebroadcasting.com
Phone: (813) 871-1819

4.0 RADIO TRAFFIC

Metro Traffic Control
E-mail: tampa_producer@metronetworks.com
Phone: (813) 875-8500
Fax: (813) 876-5125

5.0 NEWSPAPERS

Tampa Tribune
E-mail: new@tampatrib.com
Newsroom phone: (813) 221-5788

St. Petersburg Times
Tampa Bureau
E-mail: tampa@sptimes.com
Newsroom phone: (813) 226-3303

Florida Sentinel bulletin
E-mail: ghayes@fisentinel.com
Phone: (813) 248-1921

La Gaceta
E-mail: gsludut@lagacetanewspaper.com
Phone: (813) 248-3921
Fax: (813) 247-5357
6.0 CONSTANT CONTACT E-MAIL LIST

A
abby@dohringgroup.com
andisr@gohart.org
annemadden1@verizon.net

B
bartholomewm@gohart.org
bcrino@skywaycapital.com
becknerk@hillsboroughcounty.org
berrians@gohart.org
bob.mcbonaugh@tampagov.net
burnsa@gohart.org

C
castillos@gohart.org
chansm@hillsboroughcounty.org
culbertsonc@gohart.org

D
dmm@floridalandlaw.com

E
eagank@gohart.org

F
Feigenbaum@gohart.org
fitz-gordonr@gohart.org
fmdavin2@verizon.net

G
None

H
halep@gohart.org
hauckg@gohart.org

I
None

J
johnmhartboard@gmail.com
joanwj@earthlink.net
josh.burgin@gmail.com

K
karen_jaroch@hotmail.com
kendallrg@gohart.org

L
larsone@hillsboroughcounty.org
lorena.hardwick@tampagov.net

M
mejiam@gohart.org
menglish@tindaleoliver.com

N
None

O
None

P
petitl@gohart.org
polzin@cutr.usf.edu

R
reyesr@gohart.org
rgovin@markmasterinc.com
rick.hamilton@tampagov.net
Rosenstock@gohart.org

S
sandersk@gohart.org
sanduskym@gohart.org
sewardj@gohart.org
sharpem@hillsboroughcounty.org
shavalierrm@gohart.org
smithd@gohart.org
srobinson@hcc.fl.edu
stephensm@gohart.org

T
taylors@gohart.org
Wagnerk@gohart.org
wallace.bowers1@verizon.net

Y
yvonne.capin@tampagov.net

7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Information Officer or the designee will make use of the “Constant Contact” online e-mail service to issue alerts to the HART Board, Tampa Historic Streetcar Board and HART senior staff.

A. Utilizing HART’s account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers.

B. The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.

C. A hard copy of the e-mail list is included in this hurricane plan.

D. The PIO and Media Relations Associate are the primary users of Constant Contact. If these staff members are not available to issue alerts, use the hard copy list of e-mail addresses in this hurricane plan.
HART Storm Service Status

Media Alert

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION) PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - June 11, 2007 - With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTinfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.

(Include the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(Include the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC). HART’s Emergency Evacuation Bus Routes will begin operation at (time) on (date). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.HART.org or by calling the HARTinfo Line at (813) 254-HART (4278).

Areas not covered by HART’s Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6800. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(Include the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART’s Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.HART.org, and click on “Emergency Evacuation Routes.”
MEDIA ALERT

Instructions for using Media Alert Website Message-Posting Page:

1) Go to website www.media-alert.com
2) Click "POST"
3) Type in your entry code as:
   m3dlnalertpa0
   (all lower case and final character is the numeral zero)
4) Enter the e-mail address to which you want "results verification" sent
5) Enter your Media Alert login (we will furnish you)
6) Enter your Media Alert password (we will furnish to you), then click on "Submit & Verify"
7) In the large text box, type in or paste in and edit your story
8) If you have no photo to post, skip to step 13
9) If you have a photo to post, click "yes" button below the big text box
10) Enter a caption in the "Please Enter Photo Subject Name" box
11) Click the Browse button and locate and enter your photo or graphic
12) Enter a short description (less than 1000 characters) of your graphic
13) Click "Send Message" once and please be patient. Processing should take less than 60 seconds
14) You should receive a "Success!" message page plus other information
15) Your e-mailed verification will contain your entire story as posted for you to file or attach to other document as necessary

Quick Alert Emergency Number -- 877-332-3017
This is a 24/7 answering service which will transcribe and transmit a short message when a computer is not available to you. When the operator answers, identify yourself and tell him/her what you Log in to your agency is accurately identified and your personal distribution list is alerted.

AutoFax Number -- 888-456-0490
You can send a FAX document over Media Alert. Notify us the FAX number from which you will be sending your FAXes. We will convert them to PDFs and send them to the media within 60 seconds.
EXTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO and COO) Changes in service finalized by Chiefs

PIO Drafts News Releases About HART Service

PIO Must Seek Approval from CEO and 1 Additional Chief Before All Final News Releases Are Distributed!

EOC Media Relations Office (See Attachment B-5)

Constant Contact List for HART Board, THS Board and HART Senior Staff (See Attachment J-1)

Dispatch

Online Posting: HART website and social media

As a last resort, use the Media Alert system to communicate with media if external information is not being distributed via the EOC Media Relations Office. See Attachment J – 3

COO

HART Rep @ EOC
**Office of Infrastructure Protection**

Tampa Area Hurricane Analysis Summary

**Scenario Storm Characteristics**
- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St Petersburg, and Orlando FL

<table>
<thead>
<tr>
<th>Population within Potential Surge Zones (population within each flood depth range)</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>16+ feet</td>
<td>2,400</td>
</tr>
<tr>
<td>11-15 feet</td>
<td>22,500</td>
</tr>
<tr>
<td>9-10 feet</td>
<td>27,100</td>
</tr>
<tr>
<td>6-8 feet</td>
<td>98,700</td>
</tr>
<tr>
<td>1-5 feet</td>
<td>602,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Population Impacted by Potential Power Outages (widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida) Times to restoration are after damage assessment</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affected</td>
<td>&gt; 2,200,000</td>
</tr>
<tr>
<td>7 days</td>
<td>75% restored</td>
</tr>
<tr>
<td>10+ days</td>
<td>Fully restored</td>
</tr>
</tbody>
</table>

**Estimated Economic Impacts**
- Direct costs for business interruptions: $1.2 billion
- Total costs for business interruptions: $3.4 billion

<table>
<thead>
<tr>
<th>Major Seaports</th>
<th>Port of Tampa, FL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Transportation Routes</td>
<td>I-75</td>
</tr>
<tr>
<td>Expected Major Airport Closures</td>
<td>Orlando International, Tampa International</td>
</tr>
<tr>
<td>Water Distribution Treatment Plants (impacted by potential storm surge)</td>
<td>Tampa Bay Groundwater Treatment Plant</td>
</tr>
<tr>
<td>Major Wastewater Treatment Facilities (large plants impacted by storm surge)</td>
<td>Howard F. Currim Advanced Wastewater Treatment Plant</td>
</tr>
</tbody>
</table>

**Facilities of Interest**
### Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>M</td>
<td>- Could impact the citrus crop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Local damage will be severe but unlikely to impact the broader market for agricultural commodities</td>
</tr>
<tr>
<td>Banks &amp; Finance</td>
<td>L</td>
<td>- No long-term impacts expected due to back-up systems but electronic transfer could be affected due to loss of elecric power and telecommunications services</td>
</tr>
<tr>
<td>Chemical Plants</td>
<td>M</td>
<td>- Primary Tampa area chemical facilities process locally mined ammonia phosphates for use in agriculture, and represent 64% of U.S. processing capacity</td>
</tr>
<tr>
<td>Commercial Facilities</td>
<td>L</td>
<td>- Impacts not major loss of business due to electric power outages</td>
</tr>
<tr>
<td>Dams</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Defense Industrial Base</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>M</td>
<td>- Emergency response delays expected due to transportation, electrical power, and telecommunications disruptions</td>
</tr>
<tr>
<td>Energy: Electric Power</td>
<td>B</td>
<td>- Widespread power outages expected around the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Localized outages expected in the rest of the study area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 65% restoration expected within 7 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Full restoration may take over 10 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 4 compressor stations and no processing plants in affected area</td>
</tr>
<tr>
<td>Energy: Natural Gas</td>
<td>L</td>
<td>- No refineries in the area</td>
</tr>
<tr>
<td>Energy: Petroleum</td>
<td>B</td>
<td>- Many refined products are imported through the Port of Tampa, if this port is damaged there could be fuel shortages in the area</td>
</tr>
<tr>
<td>Government Facilities</td>
<td>E</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Information Technology</td>
<td></td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>National Monuments</td>
<td>L</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Nuclear Facilities</td>
<td>L</td>
<td>- No nuclear power plants in the study area</td>
</tr>
<tr>
<td>Postal &amp; Shipping</td>
<td>M</td>
<td>- Expect delays due to transportation impacts</td>
</tr>
<tr>
<td>Hospitals &amp; Nursing Homes</td>
<td>M</td>
<td>- Evacuations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities</td>
</tr>
<tr>
<td>Telecomm: Wires</td>
<td>B</td>
<td>- Expect damage to telecommunications infrastructure (poles and overhead lines) especially in the Tampa Bay area</td>
</tr>
<tr>
<td>Telecomm: Wireless</td>
<td>M</td>
<td>- Restoration of full service may take weeks</td>
</tr>
<tr>
<td>Transport: Road/Rail</td>
<td></td>
<td>- Ground transportation impacts due to flooding and debris and I-75 could be impacted due to flooding and storm debris</td>
</tr>
<tr>
<td>Transport: Airports</td>
<td>H</td>
<td>- Potential airport closures in Tampa and Orlando</td>
</tr>
<tr>
<td>Transport: Seaports</td>
<td>B</td>
<td>- Port of Tampa expected to be impacted</td>
</tr>
<tr>
<td>Water: Drinking Water</td>
<td>M</td>
<td>- Area relies on petrochemical products shipped through the port</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Two regional water treatment plants comprise the Tampa Bay water supply</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Water distribution relies on pumps which are reliant on electric power to transport fluids</td>
</tr>
<tr>
<td>Water: Wastewater</td>
<td>M</td>
<td>- Howard F. Currie Advanced Wastewater Treatment Plant treats wastewater discharged to the City of Tampa system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains</td>
</tr>
</tbody>
</table>
TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in the Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors' six previous years of seasonal forecasts for Atlantic TC activity between 2006-2011.

<table>
<thead>
<tr>
<th>Year</th>
<th>Date</th>
<th>Update 31 May</th>
<th>Update 3 August</th>
<th>Obs.</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
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<tr>
<td>No. of Hurricane Days</td>
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<td>2</td>
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<td>--------------</td>
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<td>12</td>
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<table>
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<th>Obs.</th>
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<tbody>
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<td>2011</td>
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<tr>
<td></td>
<td>No. of Named Storms</td>
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<td></td>
<td>No. of Hurricane Days</td>
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<td>35</td>
</tr>
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</tr>
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<td></td>
<td>Intense Hurricane Days</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Net Tropical Cyclone Activity</td>
<td>180</td>
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<td>175</td>
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</tbody>
</table>

**HOW TERRORISTS MIGHT EXPLOIT A HURRICANE**

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaida to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target evacuation routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

**EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK**

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable, their locations shift, and intensity varies. However, it is conceivable that a terrorist group like
al-Qaida, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.

- Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.
- Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

THREATS ON SITE AND THE HURRICANE LIFECYCLE

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

Entire Life Cycle

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.
## Entire Hurricane Lifecycle

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Hostage Situation or Attack on Evacuation Shelters | • High value target to incite panic  
• Destroying a place of refuge will cause a loss of confidence in the government's ability to protect its citizens | • Mass of population along transportation infrastructure (e.g. bridges, tunnels)  
• Minimal security, numerous bags and suitcases, concentrated population  
• Manned by volunteers (e.g.-lax security) |
| Cyber attacks                                 | • Confusion                         | • Terrorists may exploit key web sites to pass erroneous information  
• Economic impact                             | • May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc  
• Public agitation                             | • Denial of service, network intrusions, release of malicious codes  
• Confusion through erroneous information       |
| Impersonation of first responder personnel    | • Moderate Panic                    | • Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance |
Pre-Event

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeting of Evacuation Routes</td>
<td>• Mass panic</td>
<td>• Soft target</td>
</tr>
<tr>
<td></td>
<td>• Possible high casualties</td>
<td>• Mass of population along the transportation infrastructure (key choke points)</td>
</tr>
<tr>
<td></td>
<td>• Destabilization</td>
<td>• High profile nature</td>
</tr>
<tr>
<td></td>
<td>• Loss of public confidence in the government</td>
<td>• Clearly identified evacuation routes susceptible to attack</td>
</tr>
<tr>
<td></td>
<td>• Immobile population</td>
<td>• Could lead to a failure to evacuate</td>
</tr>
<tr>
<td></td>
<td>• Increased media coverage</td>
<td></td>
</tr>
<tr>
<td>Critical Infrastructure Surveillance</td>
<td>• Low initial value, yet useful information for future attacks</td>
<td>• Preparation procedures may be easily observed</td>
</tr>
<tr>
<td></td>
<td>• Detailed reconnaissance opportunity</td>
<td>• Terrorists adapt strategically not tactically</td>
</tr>
<tr>
<td>Targeting of a shopping mall, grocery store or home improvement center as public prepares</td>
<td>• Possible high casualties</td>
<td>• Congregation of population</td>
</tr>
<tr>
<td></td>
<td>• Destabilization and fear</td>
<td>• Low security</td>
</tr>
<tr>
<td></td>
<td>• Panic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• High media coverage</td>
<td></td>
</tr>
</tbody>
</table>
During Event

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

### During Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attack on Critical Infrastructure and Key Assets</td>
<td>• High shock value</td>
<td>• Decreased security presence</td>
</tr>
<tr>
<td></td>
<td>• Low panic since population is immobile</td>
<td>• Weakened infrastructure from a natural event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hostage opportunities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Potential reduction of personnel</td>
</tr>
<tr>
<td>Cyber attack on 9-11 Call Centers</td>
<td>• Moderate public panic</td>
<td>• Increased reliance on emergency communications during an event</td>
</tr>
<tr>
<td>Emergency Broadcast Network</td>
<td></td>
<td>• Increased volume may impact system</td>
</tr>
<tr>
<td>Physical or Cyber Attack on Communication Towers and Infrastructures</td>
<td>• Confusion</td>
<td>• Communication is critical to respond to an attack, but is potentially</td>
</tr>
<tr>
<td></td>
<td>• Hamper ability to respond</td>
<td>vulnerable to a target attack, either cyber or physical</td>
</tr>
<tr>
<td></td>
<td>• Loss of life</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Incite panic</td>
<td></td>
</tr>
<tr>
<td>Increased Access, Ability to Attack via Tidal Surge</td>
<td>• Variable depending on what target and the</td>
<td>• May utilize flooding to access infrastructure</td>
</tr>
<tr>
<td></td>
<td>method of attack</td>
<td>• Tidal surge may destroy key security measures at facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• May provide access via water to critical sites, attacks on dams</td>
</tr>
</tbody>
</table>
Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Contamination in Distribution Chain of Emergency Relief | • Stress public health system  
   • Increase media coverage  
   • Further destabilization | • Low security  
   • New distribution mechanisms without clarified roles |
| Bomb threats or CBW Hoax                     | • Panic  
   • Stress public health system  
   • Increase media coverage | • High alert of the public  
   • Weakened emergency response capabilities  
   • Overloading of hospitals and health care infrastructure |

Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.

HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)
The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.

I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today’s connected world.
III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.

These suggested items are not intended to replace a company’s or facility’s Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
- Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID’s/passwords).
- Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.
Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED’s, and controllers associated with the system under control prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.
- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.
- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to by-pass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.
- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.
- Ensure hardware has current firmware (with security updates) installed.
- Ensure systems are set to fail in a “safe” mode.
- Ensure hardware is configured in compliance with established security policies and procedures.
- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

Verify Software

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.
- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).
- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
  - Patch and test any new systems or components that will be installed.
  - Test that anti-virus software will not impact control system performance.
- Ensure systems are set to fail in a “safe” mode.
- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.
- Systems should be secured before being attached to a network. Software downloads should be performed from systems “trusted” to be secure.

Secure Remote Support
- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
  - If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.
  - Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.
  - Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

Secure Communication Paths
- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.
- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.
- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cyber security measures are implemented.
- If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.
- Secure control network internal communications.
- Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.

Safely and Securely Start Control Processes

- Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.
- Ensure safety systems are in place and operating properly before attempting to restart control process.
- Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.
- If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.
- Restart process.
  - Put extra eyes on watching safety and control system displays during restart.
  - Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything "checks-out" OK, establish necessary external communications securely as described in section on "Secure Communication Paths."

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CCSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA’s), Sector Coordinating Councils, and sector ISACs to provide status and
DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

FEDERAL EMERGENCY RELIEF PROCESS
(The following information is provided by APTA)

Basic Process

- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.

- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. It is this request which must discuss the needs and efforts of the transit system. The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.

- FEMA staff reviews the Governor's request and makes recommendation to the President on request.

- The President makes a determination granting or denying the request in whole or part.

- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.

- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

What Can Transit Do To Be Included

- As early as possible during the situation, contact the Governor's office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the Governor's request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.
During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include "other state agencies... as needed". If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.

If the original Governor's request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional/supplementary assistance within 30 days of the termination of the incident or the Declaration, whichever is later. Contact the Governor's office and try to have them make a supplementary request.

If the original Governor's request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor's office and try to get an appeal of an adverse decision.

It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state's Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
ATTACHMENT L – DEPARTMENTAL TELEPHONE CONTACT TREE

HART's EOC Representative E-mail Group for Hurricane Status Updates
Chief of Strategic Planning and Program Development Telephone Contact Tree
Marketing & Communications Telephone Contact Tree

Marketing Manager

Administrative Assistant I

Manager of Customer Service

Assistant Manager, Retail Sales

Retail Sales Associate

Administrative Assistant I

Public Information Officer

Graphic Designer

Graphic Technician II

Marketing Relations Associate
Chief of Operations Bus Operations Telephone Contact Tree
Chief of Operations Van Operations Telephone Contact Tree

- Chief Operating Officer
- Director of Van Operations
  - Administrative Assistant II
  - Van Transportation Manager
    - Dispatchers
    - Paratransit/Flex Operators
  - Paratransit Scheduler
  - HART Flex Scheduler
  - Paratransit Service Coordinator
    - Administrative Assistant II
    - Travel Trainers (2)
Director of Maintenance Telephone Contact Tree

- Director of Maintenance
  - Office Manager
  - Manager of Fleet Maintenance
    - Administrative Assistant I
    - Communications/ Electronics Tech
    - Maintenance Supervisors
      - Mechanics
      - Paint & Body Technicians
    - Fleet Service Supervisor
      - Service Attendants
      - Custodians
    - Streetcar Maintenance Supervisor
      - Streetcar Mechanics
      - Streetcar Facilities Technicians
      - Streetcar General Maintenance
  - Manager of Facilities
    - Facilities Technicians
    - Transitway Supervisor
      - General Maintenance Attendants
      - General Maintenance Attendants
    - Route Maintenance Supervisor
      - Route Maintenance Attendants
  - Manager of Technical Services
    - Maintenance Training Instructor
Risk and Environmental Safety Telephone Contact Tree

Risk & Environmental Safety Director

Administrative Assistant II

Safety & Security Analyst
  Administrative Assistant I
  Safety & Security Coordinator

Risk Specialists

Legal
  Paralegal
ATTACHMENT M - MEMORANDUM OF UNDERSTANDING FROM USF

April 2, 20__

Ms. Judy C. Goldstein
Executive
University of South Florida
2941 E Fowler Avenue
Tampa, Florida 33620

Dear Ms. Goldstein:

The USF through Your Authority (Hereafter HART) has developed an emergency preparedness plan as members of the University of South Florida (USF) Emergency Operations Center. During a hurricane, it may become necessary to divert HART buses from regular routes to assist in areas of the community that require relief. HART is seeking approval to store its support vehicles in an adequate shelter at USF property. During the emergency, such as a hurricane, the HART vehicle would be staged in the USF-ISU shelter area in preparation for evacuation of the storm. In the event of an emergency requiring the allocation of HART vehicles to USF property, a HART representative will contact the University Police Department (318) 909-3523 to begin the coordination of activities.

HART is not able to transfer damaged USF property and will accept liability for any property damage caused by its vehicles to the limits stated in PS 780.28. HART is a self-insured entity and is not liable for any special property insurance. A Certificate of Liability Insurance is attached.

As required by law, the following additional provisions are included in this Memorandum of Understanding (OMU):

1. This agreement is for a term of one year from the date of signing and may be renewed for additional one-year periods by the mutual agreement of the parties. Either party may terminate this agreement by written notice providing 30 days written notice.

HART agrees to coordinate a smooth and seamless operation with USF and appreciate the support and assistance provided. If there are any questions regarding this Agreement, please feel free to contact me at (813) 257-6662.

Sincerely,

[Signature]

University of South Florida
Risk & Environment, Safety & Sustainability
Hillsborough County Authority

[Signature]

Hillsborough County Authority

[Signature]
Exhibit 1 – FEMA Flood Hazard Zone Map

Legend

- CDR POTENTIAL ANNUAL CHANGE FLOOD HAZARD
- A
- AE
- OPEN WATER
- V
- VE
- X

FEMA Flood Hazard Zones

<table>
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<tr>
<th>Location</th>
<th>Hurricane CAT Zone</th>
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<td>Ybor Office</td>
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<td>21St</td>
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<td>UATC</td>
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<td>MTC</td>
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<tr>
<td>Northwest</td>
<td>3</td>
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Exhibit 2 – Hillsborough County Evacuation Map & Shelters

Hillsborough County evacuation map and shelters

Hurricane evacuation transportation assistance

Experiences Ty Shelters

- West Middle School
- Barnett Elementary
- Western Heights Elementary
- Thonotosassa High School
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**Exhibit 3 - Alternate Site Vehicle Parking Log**

**HURRICANE ALTERNATE SITE**

**VEHICLE PARKING LOG**

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<th>OPERATOR</th>
<th>PR#</th>
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<th>TIME RETURNED TO BASE</th>
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Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: ___________________________ Name: ___________________________ PR#: ___________________________
On Time: ___________________________ Off Time: ___________________________ Total Hours: ___________________________
Vehicle #: ___________________________ Beginning Mileage: ___________________________ Ending Mileage: ___________________________
Narrative of Assignment: __________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Staff Post-Hurricane Assignment Card

Date: ___________________________ Name: ___________________________ PR#: ___________________________
On Time: ___________________________ Off Time: ___________________________ Total Hours: ___________________________
Vehicle #: ___________________________ Beginning Mileage: ___________________________ Ending Mileage: ___________________________
Narrative of Assignment: __________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Vehicle - Equipment Usage Card

Date: ___________________________ Name: ___________________________ PR#: ___________________________
Vehicle #: ___________________________ Beginning Mileage: ___________________________ Ending Mileage: ___________________________
On Time: ___________________________ Off Time: ___________________________ Total Hours: ___________________________
Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid
Type of Vehicle or Equipment: __________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

HART
Operators Pre-Hurricane Evacuation Card

Date: ____________ Name: ____________________________ PR# ____________

Vehicle #: ____________ Beginning Mileage: ____________ Ending Mileage: ____________

On Time: ____________ Off Time: ____________ Total Hours: ____________

Route: __________________________ Destination: __________________________

# of Passengers: ____________ # Wheelchair Patrons: ____________

Special Instructions: __________________________

Operators Post-Hurricane Evacuation Card

Date: ____________ Name: ____________________________ PR# ____________

Vehicle #: ____________ Beginning Mileage: ____________ Ending Mileage: ____________

On Time: ____________ Off Time: ____________ Total Hours: ____________

Route: __________________________ Destination: __________________________

# of Passengers: ____________ # Wheelchair Patrons: ____________

Special Instructions: __________________________
Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Erwin Technical Center
Exhibit 7 – Emergency Evacuation Routes and Maps
Route # A
Davis Isl. / Florida Ave. to Pizzo Elementary
USF Shelter # 11

ROUTING
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)
Starting Point-----Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
on to a Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on So. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off.-------
Miles from Drop off to Start-------

Passenger count (use Key #3, outbound only)
Trip #1  Trip #4  Trip #7  
Trip #2  Trip #5  Trip #8  
Trip #3  Trip #6  Trip #9  

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.
Route # B
Nebraska Ave. to Pizzo Elem. School
Shelter #11

ROUTING
Starting Point-----22nd St. @ Maritime Blvd.
Proceed North on 22nd St. to a
L. on Corrine St. to a
R. on 20th St. turns into 22nd St. to a
L. on 4th Ave. to a
R. on 15th St. to a
L. on 7th Ave. to a
L. on Nucclo to a
Left on Nebraska Ave. to a
R. on Kennedy Blvd. to a
L. on Pierce St. to a
R. on Whitting St. to a
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan /Harrison) to a
L. on Marion St. to a
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)
L. on Nebraska Ave. to a
R. on Skipper Rd. to a
R. on Bearss Ave. to a
R. on B. B. Downs to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_______Trip #4_______Trip #7_______
Trip #2_______Trip #5_______Trip #8_______
Trip #3_______Trip #6_______Trip #9_______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route #C
22nd St. Causeway to Doby Elem. School
Shelter #54

ROUTING
Starting Point——US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off——
Miles from Drop off to Start——

Passenger count (use Key #3, outbound only)
Trip #1________Trip #4________Trip #7________
Trip #2________Trip #5________Trip #8________
Trip #3________Trip #6________Trip #9________

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross

Updated 4/30/08
Route #C Map

[Map showing routes and locations]

**ROUTE "C"**

Operator Routing to Red Cross Shelter

- Official Evacuation Routing

Doby Elem. School
6720 Covington Garden Dr.
Route # D
MacDill Credit Union
(Central Peninsular) / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
R. Gunn Hwy.
R. on Citrus Pointe Dr.
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 5/10/11
Route #E
Port Tampa-West Shore
Middleton High School
Shelter# 5

ROUTING
Starting Point----Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxR crossing -Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1 ______ Trip #4 ______ Trip #7 ______
Trip #2 ______ Trip #5 ______ Trip #8 ______
Trip #3 ______ Trip #6 ______ Trip #9 ______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips - outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/98
Route #F
Town n' Country / Pizzo Elementary
Shelter #11

ROUTING
Starting Point-----Memorial Hwy. & George Rd.
West on Memorial Hwy.
Stay to the Right to Sheldon Rd. after Hillsborough Ave
R. on Waters Ave.
L. on 20th St. to a
R. on Skagway to a
L. on 22nd St. to a
L. on Fowler Ave. to a
R. on 15th St. to a
R. on 131st Ave. to a
R. on 30th St. to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. I-275 southbound to a
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # G
MacDill to Middleton High School
(Shelter – 5)

ROUTING
Starting Point-------------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1 _____ Trip #4 _____ Trip #7 _____
Trip #2 _____ Trip #5 _____ Trip #8 _____
Trip #3 _____ Trip #6 _____ Trip #9 _____

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE "G"

Operator Routing to Red Cross Shelter
- Official Evacuation Routing

Route # G Map

Hillsborough Ave.
Osborne

M.L. King Jr. Blvd.
Florida Ave.
Nebraska Ave.
22nd St.

Dale Mabry Hwy.
Gandy Blvd.
Bay to Bay Blvd.
MacDill Ave.
Kennedy Blvd.
Henderson Blvd.
Lois Ave.
Interbay Blvd.

Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd.(M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. -----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.-------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

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• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08

98
Route #1
West Tampa Peninsular / Sgt. Smith Middle School
Shelter #8

ROUTING
Starting Point------Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Sheldon Rd.
R. Gunn Hwy.
R. on Citrus Pointe Dr
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
L. on Gunn Hwy
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
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- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 5/10/11
Route #1 Map

WEST
 route 1

Gunn Hwy.

Sgt. Smith Middle School
Sheldon Rd @ Gunn Hwy.

Northwest Transfer Center

Waters Ave.

Memorial Hwy.

Hillsborough Ave.

Kelly Rd.

Hanley Rd.

589

Memorial Hwy.

Spruce St.

Lois Ave.

Kennedy Blvd.

275

Dale Mabry Hwy.

M.L. King Jr. Blvd.

Columbus Dr.

MacBil Ave.

North Blvd.

Route "1"

Operator Routing to Red Cross Shelter

Official Evacuation Routing
Route #J
Town n' Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd.  (just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a  (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough--------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off-------
Miles from Drop off to Start-------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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PUBLIC INFORMATION
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• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
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# STANDARD OPERATING PROCEDURE

## HILLSBOROUGH TRANSIT AUTHORITY

### HURRICANE EMERGENCY PLAN

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**ORIGINATED BY:**  
_Original signature on file in MDC__________  
Dale Smith, Manager of Facilities  
_Original signature on file in MDC__________  
David Kelsey, Safety and Security Analyst

**REVIEWED BY:**  
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Steven Taylor, Director of Maintenance  
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Rickey Kendall, Manager of Risk and Environmental Safety  
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Keith Sanders, Director of Bus Transportation  
_Original signature on file in MDC__________  
Ruthie Reyes Burckard, Interim Director of Van Operations  
_Original signature on file in MDC__________  
Katharine Eagan, Chief Operating Officer

**APPROVED BY:**  
_Original signature on file in MDC__________  
Philip R. Hale, Chief Executive Officer

**DATE:**
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Exhibit 5 – Map of Emergency Shelter Locations ........................................ 81
Exhibit 6 – Map of USF Campus ................................................................. 83
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1. SCOPE

This Standard Operating Procedure (SOP) pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

2. PURPOSE

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities.

3. ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>DOM</td>
<td>Director of Maintenance</td>
</tr>
<tr>
<td>COO</td>
<td>Chief Operating Officer</td>
</tr>
<tr>
<td>MOF</td>
<td>Manager of Facilities</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
</tr>
<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
</tr>
<tr>
<td>TCC</td>
<td>Transportation Command Center</td>
</tr>
<tr>
<td>MCC</td>
<td>Maintenance Command Center</td>
</tr>
<tr>
<td>Plan</td>
<td>Hurricane Emergency Plan</td>
</tr>
<tr>
<td>CCC</td>
<td>Central Command Center</td>
</tr>
<tr>
<td>USF</td>
<td>University of South Florida</td>
</tr>
<tr>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>IS</td>
<td>Information Systems</td>
</tr>
</tbody>
</table>

4. REFERENCES

The Saffir/Simpson Hurricane Scale
National Weather Service
Hillsborough County Emergency Operations Center

5. **FORMS**

   Staff Pre-Hurricane Assignment Card  
   Staff Post-Hurricane Assignment Card  
   Operators Pre-Hurricane Evacuation Card  
   Operators Post-Hurricane Evacuation Card  
   Vehicle – Equipment Usage Card  
   Vehicle Parking Locator

6. **REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS**

   Generators  
   Purchase sufficient amounts of fuel - fuel all vehicles  
   Flashlights/Lanterns/Batteries  
   Drinking Water  
   First aid supplies  
   Portable radio with batteries  
   Coolers  
   Heavy-duty rain gear (jackets, pants, knee-high boots)  
   Sandbags, plastic sheeting, masking tape, plywood, lexan  
   Toilet paper  
   Duct tape and large thick-ply garbage bags – to be used to cover and protect fare boxes and radios on all transit vehicles.

7. **PROCEDURE**

   On April 1 of each year, the COO and the MOF will initiate the annual recruitment of HART personnel for the HART Emergency Response Team. The list of voluntary and required team personnel will be in place and submitted to the COO by June 1.

   Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1 of each year to determine changes that must be made. Information will be sent to the Document Control Librarian no later than May 15.

   On May 1 of each year, the MOF shall have maintenance personnel evaluate all facilities and structures for suitability. A final report shall be made and submitted to the DOM and COO by May 21. This report will include any issues that may impact the ability of the facilities and structures to withstand hurricane conditions.

   On May 1 of each year, the DOM and the MOF will review the Equipment Checklist and assure that all necessary emergency equipment is procured by May 31.
## DATE | TASK
--- | ---
April 1 | Administrative staff begins review of Hurricane Emergency Plan
May 1 | Evaluation of facilities & structures completed. FEMA cards distributed to department managers.
May 1 | COO & MOF to review Equipment Checklist and proceed with any required procurement process
May 15 | Changes to information within Hurricane Emergency Plan to be sent to Document Control Librarian for processing
May 15 | Copy of Plan sent to key personnel for review & comment prior to June 1
May 21 | MOF to submit evaluation of facilities & structures report to DOM and COO
May 31 | All required equipment should be procured and on property
June 7 | Copy of Plan sent to Chiefs for review and comment prior to briefing
Prior to June 15 | DOM to conduct briefing on the Hurricane Emergency Plan to CEO and Executive Staff

### 7.1 Executive Staff

**A.** On June 15 of each year, the COO will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified and designated for each department.
2. A review of the “Information to Be Updated Yearly” checklist will be conducted for annual assignment of responsibilities.
3. Each employee will review and clarify his or her assignment functions and responsibilities.
4. A copy of the Plan will be sent to all Chiefs for review prior to the June 15 briefing.
5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 15.

**B.** Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional emergency procedures will be identified as they pertain to the individual departments.

### 7.2 Managers

**A.** Ensure that all department personnel are familiar with and have reviewed the Plan.

**B.** Initiate annual voluntary "sign-up" of employees for the ERT.
C. Identify supervisory personnel who will be assigned to the ERT.

D. Coordinate assignment of all ERT members.

E. Identify areas to safely store equipment (i.e.: staff vehicles, vans, buses, streetcars).

F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).

G. Coordinate emergency purchasing agreements with Purchasing Department (onsite and offsite fuel).
   1. Offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, 8509 E Martin Luther King/Hwy 301. Tampa FL, 33610.

H. Ensure the availability of petty cash on hand (minimum $1,000).

I. Coordinate with the EOC regarding the status of emergency operations.

J. Coordinate with HART's PIO for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #’s).

K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.

L. Address onsite and offsite security issues.

M. Contact contract security services.

N. Contact all offsite emergency vehicle storage sites to secure MOUs.

O. Ensure that safety procedures are in place, practiced and maintained by all personnel.

P. Prepare and update list of buses and vans most suitable for EOC evacuation and HART service.

7.3 Chief Executive Officer

A. By June 15 of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

8. GENERAL INFORMATION

There are three emergency power generators at the 21st Avenue facility. The administration building has emergency backup power provided by a 450Kw Kohler generator with a 1,000 gallon fuel tank. The preventive maintenance building has emergency backup power provided by a 125Kw Caterpillar generator with a 400 gallon fuel tank. The heavy maintenance building has a 50Kw generator with a 20 gallon fuel tank that provides emergency power to the fueling area and the maintenance supervisors’ office. During a power outage the emergency lights in the offices and
hallways of all buildings may stay on for approximately twenty-five (25) minutes from the time they are first activated.

Once a Hurricane Warning goes into effect, it is imperative to assure that all HART vehicles are fueled to “full”, HART’s 21st Avenue fuel storage tanks are filled to maximum capacity, and arrangements are made throughout the hurricane season for offsite fueling locations.

In the event that the fuel pumping system goes down and we need to exercise the offsite emergency fuel plan, first contact the following Facilities personnel to report the problem:

1. Technician on call 813-309-0255
2. Master Facilities Technician 813-309-1604
3. Manager of Facilities 813-526-1302

After contacting the correct personnel, please call the Manager of Fleet Maintenance at 813-394-6087. Once all appropriate calls have been made, vehicles should be taken off property to be fueled for the duration of the outage.

The offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, 8509 E Martin Luther King/Hwy 301, Tampa FL, 33610.

HART leases four (4) satellite telephones for use during prolonged telephone service outages. COO will direct the distribution of the satellite phones as follows:

1. CEO
2. DOM
3. COO
4. Dispatch

In addition to having individual / specialized departmental procedures, each department should also submit an ERT volunteer list for those staff members who are willing to assist at the 21st Avenue and Ybor City facilities.

9. INFORMATION TO BE UPDATED YEARLY

1. Detailed Individual Departmental Procedures
2. Equipment and Supplies Inventory
3. HART Voluntary Hurricane Emergency Response Team Lists
4. EOC Emergency Routing and Maps
5. Hurricane Disaster Shelter List
6. Dedicated Hurricane Bus and Van List
7. Vehicle Dispersal Plan
8. Dispatch 24 hour Coverage and Personnel Schedule
9. Customer Service Personnel Schedule
10. Media Fax Numbers for Public Outreach
11. Disabled Clients / Agencies / Organizations Lists
12. Walkie-Talkie List
13. Contracts, MOUs, MOAs

10. ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he / she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

10.1 Boarding and Securing Facilities

A. Prior to the direct strike of a hurricane, the MOF will ensure that the following safety precautions have been met at all HART facilities:
   1. Board up windows and openings. Secure outside objects.
   2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
   3. Disconnect and, if necessary, relocate all computerized equipment.
   4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
   5. Where possible, move all items away from windows.
   6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. The filing cabinet will be covered with plastic sheeting, taped, and left in the room.
   7. All office equipment, including computers, should be placed on a solid object at least two feet above the floor. They shall be covered in plastic sheeting and taped.
   8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.

B. Facilities maintenance personnel must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.
10.2 Information Systems (IS)

A. Backup all computer data to one or more sources.

10.3 Fleet Movement

For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.

**Hurricane Vehicle Dispersal Plan**

### Fixed Route

<table>
<thead>
<tr>
<th>Unit #s</th>
<th>USF Asset Type</th>
<th>Quantity</th>
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</thead>
<tbody>
<tr>
<td>1201– 1212-15 &amp; 16</td>
<td>Big Bus</td>
<td>14</td>
</tr>
<tr>
<td>1001 – 1029</td>
<td>Big Bus</td>
<td>29</td>
</tr>
<tr>
<td>2425 – 2427</td>
<td>Hybrid Bus</td>
<td>3</td>
</tr>
<tr>
<td></td>
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<td>46</td>
</tr>
<tr>
<td><strong>Yukon</strong></td>
<td></td>
<td></td>
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<tr>
<td>2901 – 2930</td>
<td>Big Bus</td>
<td>30</td>
</tr>
<tr>
<td>2701 – 2703</td>
<td>Trolley</td>
<td>3</td>
</tr>
<tr>
<td>2301 – 2310</td>
<td>Big Bus</td>
<td>10</td>
</tr>
<tr>
<td>2315 – 2327</td>
<td>Big Bus</td>
<td>13</td>
</tr>
<tr>
<td>2215 – 2229</td>
<td>Small Bus</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td></td>
<td>71</td>
</tr>
<tr>
<td><strong>21st Avenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2601 – 2612</td>
<td>Big Bus</td>
<td>12</td>
</tr>
<tr>
<td>2501 – 2512</td>
<td>Big Bus</td>
<td>12</td>
</tr>
<tr>
<td>2401 – 2419</td>
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<td>19</td>
</tr>
<tr>
<td>2201 – 2210</td>
<td>Big Bus</td>
<td>10</td>
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<td>2101 – 2123</td>
<td>Big Bus</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td></td>
<td>76</td>
</tr>
</tbody>
</table>

A. Once this process is activated, Maintenance and Operations will work together to determine the need to move HARTPlus vehicles, and any non-revenue vehicles to the offsite Yukon and USF locations.

B. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.
11. **EMPLOYEE NOTIFICATION PROCESS**

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

11.1 **Pre-Storm**

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.

B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.

1. The work status of all Maintenance and Facilities personnel will be determined by the DOM.
2. The DOM, or designee, will determine the work status of all fleet maintenance employees.
3. The appropriate Chiefs will determine the work status of all other HART personnel.
4. A transportation briefing room will be set up in the administration building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. **The Dispatch Hotline number is (813) 384-6372 or 813-626-3548. If this number is unavailable, call (813) 309-0692.**

E. All Maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT Maintenance personnel will be relieved first. All Maintenance personnel, once relieved of duty are to call the maintenance line daily at **(813) 384-6415** at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.
F. Employees are required to notify either Dispatch or Maintenance in the event of an emergency evacuation or relocation and leave a contact phone number.

11.2 Post-Storm

A. All HART personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. If you are unsure of your status call the Dispatch Hotline number at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

F. Non-essential personnel will be assigned to emergency support functions on an “as needed” basis.

G. Post hurricane operations will deal primarily with the following priorities:
   1. Recovery - Damage assessment (facilities, vehicles, and property)
   2. Communication - Call back/contact of HART personnel
   3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief’s briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART departments. The CCC will be located in the 21st Avenue main conference room. All Chiefs and Directors will receive their instructions at this location.

J. The TCC will be located in dispatch and the MCC will be in the maintenance conference room.

12. HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is
essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
# ATTACHMENT A – CELL PHONE LISTING

## Cell Phone User List (Updated 4/02/2013)

<table>
<thead>
<tr>
<th>Name</th>
<th>Area Code</th>
<th>Cell #</th>
<th>Department</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>21st Ave. Dispatch</td>
<td>813</td>
<td>309-0692</td>
<td>Operations</td>
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<tr>
<td>Acevedo, Miguel</td>
<td>813</td>
<td>309-1106</td>
<td>Bus Transportation</td>
<td>Transit Supervisor</td>
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<td>Andis, Robert</td>
<td>813</td>
<td>309-3482</td>
<td>Maintenance</td>
<td>Manager of Technical Services</td>
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<tr>
<td>Ball, Tom</td>
<td>813</td>
<td>309-1603</td>
<td>Operations</td>
<td>Van Transportation Manager</td>
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<tr>
<td>Bartholomew, Michael</td>
<td>813</td>
<td>394-6296</td>
<td>Information Systems</td>
<td>Webmaster-Applications Programmer</td>
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<tr>
<td>Berrien, Sylvia</td>
<td>813</td>
<td>309-1617</td>
<td>Legal</td>
<td>Attorney</td>
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<tr>
<td>Burns, Alvin</td>
<td>813</td>
<td>373-0720</td>
<td>Procurement</td>
<td>Sr. Manager of Procurement and Contracts Administration</td>
</tr>
<tr>
<td>Camacho, Elio</td>
<td>813</td>
<td>309-1989</td>
<td>Bus Transportation</td>
<td>Transit Supervisor</td>
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<td>Campbell, Richard</td>
<td>813</td>
<td>309-2722</td>
<td>Safety &amp; Training</td>
<td>Training Specialist</td>
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<td>Chenevert, Dara</td>
<td>813</td>
<td>309-0301</td>
<td>Human Resources</td>
<td>Manager of Human Resources</td>
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<tr>
<td>Churchwell, Billy</td>
<td>813</td>
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<tr>
<td>Cintron, Artie</td>
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<td>Planning &amp; Dev.</td>
<td>Temp. BTI Assistant</td>
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<tr>
<td>Copeland, Gerald</td>
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<td>Retail Sales</td>
<td>Retail Sales Field Representative</td>
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<tr>
<td>Creaton, John</td>
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<td>309-3206</td>
<td>Service Planning</td>
<td>Scheduler II</td>
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<td>Crescentini, Lynda</td>
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<td>455-9412</td>
<td>Executive</td>
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<tr>
<td>Cristina, Lynn</td>
<td>813</td>
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<td>Marketing</td>
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<tr>
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<td>Safety &amp; Training</td>
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<td>Eagan, Katharine</td>
<td>813</td>
<td>442-9892</td>
<td>Operations</td>
<td>Chief Operating Officer</td>
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<td>394-6272</td>
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<td>System Administrator</td>
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<td>Feigenbaum, Steve</td>
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<td>Fitz-Gordon, Rick</td>
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<td>309-2699</td>
<td>Information Systems</td>
<td>Manager of Information Systems</td>
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<tr>
<td>Floater - Dispatch</td>
<td>813</td>
<td>309-1387</td>
<td>Operations</td>
<td>Dispatch</td>
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<td>813</td>
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<td>813</td>
<td>309-0944</td>
<td>Maintenance</td>
<td>Facilities Maintenance Tech - Streetcar</td>
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<tr>
<td>Hale, Philip</td>
<td>813</td>
<td>309-0193</td>
<td>Executive Office</td>
<td>CEO</td>
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<tr>
<td>Haney, Shannon</td>
<td>813</td>
<td>394-6228</td>
<td>Service Planning</td>
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<tr>
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<td>Maintenance</td>
<td>Manager of Fleet Maintenance</td>
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<td>Hays-Evon, Judy</td>
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<td>Administrative Assistant II</td>
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<td>Accounting &amp; Financial Reporting</td>
<td>Finance Assistant</td>
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<td>Finance Assistant</td>
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<td>Safety &amp; Training</td>
<td>Safety and Security Analyst</td>
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<tr>
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<td>Community Relations Community Relations Specialist</td>
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ATTACHMENT B – GENERAL HURRICANE INFORMATION

1.0 NAMES FOR ATLANTIC STORMS

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<td>Claudette</td>
<td>Colin</td>
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<td>Wilfred</td>
<td>Wanda</td>
<td>Walter</td>
<td>Whitney</td>
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Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
HART’s priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County’s entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 **HURRICANE SCALE**

Storm size or force is based on the Saffir/Simpson Hurricane Scale. In 2012, the Scale underwent a minor modification in order to resolve awkwardness associated with conversions among the various units used for wind speed in advisory products. The change broadens the Category 4 wind speed range by one (1) mph at each end of the range, yielding a new range of 130-156 mph. This scale defines five categories as follows:

2.1 **The Saffir-Simpson Hurricane Scale**

<table>
<thead>
<tr>
<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage</td>
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<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
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<tr>
<td>Three</td>
<td>111-129 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>130-156 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains</td>
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continuously lower than 10 feet ASL may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.

<table>
<thead>
<tr>
<th>Five</th>
<th>157 mph or greater</th>
<th>28 ft</th>
<th>Catastrophic</th>
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</thead>
</table>

Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located less than 15 feet ASL and within 500 yards of the shoreline. Massive evacuation of residential areas on low ground within 5 to 10 miles of the shoreline may be required.

### 2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

#### 2.2.1 Hurricane Watch

HART will ready the Hurricane Emergency Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the EOC announces a Hurricane Watch for Hillsborough County, HART’s EOC contact will notify the COO. The COO, after approval of the CEO, will initiate the HART Hurricane Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 19) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 39 mph, HART will cancel all paratransit and streetcar services.

#### 2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Bus Operations shall continue until winds reach 35 mph or above, as directed by the CEO or his/her designee.
• Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
• HART Executive management will advise HART employees when to report to work.
• All ERT personnel will be advised to be on standby for the hurricane.
• Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.
• Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.
• Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation

A. Level 0 - Routine. Normal service, regular operational mode.
B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.
C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.
D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.
E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.
F. Level 5 - Full Emergency Status. HART’s 21st Avenue facilities expected to take direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY

Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.
**Bulletin:** Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.

**Gale Warnings:** A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.

**Hurricane:** A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

**Hurricane Center or "Eye":** The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

**Hurricane Warning:** A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a Hurricane Warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

**Hurricane Force Winds:** Winds of 74 MPH (64 knots) and higher.

**Hurricane Watch:** An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane Watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A Hurricane Watch implies the possibility of dangerous conditions within 24-48 hours.

**Latitude:** The distance north or south of the equator, measured in degrees along the median.

**Longitude:** The distance east or west of Greenwich, measured in degrees.

**Squall:** A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

**Storm Surge:** The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.
Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning.

Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.

Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions
   A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
   B. Activation may be accelerated based on weather updates.
   C. Members should prepare for rapidly changing situations.
   D. Members will support numerous functions.

4.2 Team Planning Assumptions
   A. HART base radio communications could become disabled.
   B. All phone services could be disrupted, overloaded.
   C. Roads may not be passable.
   D. The ability to communicate with the EOC and our own team members may be impaired.
   E. Confusion will abound.
   F. Coordinators may find it difficult to coordinate team response.
   G. Some team members may leave the area before the impact of the disaster.
   H. Electricity, water and other public works may be disrupted.
   I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION

The PIO, or designee, shall prepare information to advise HART customers of service based on data reports received from the EOC. The PIO shall prepare releases and
submit these to the EOC Media Relations staff for distribution. The PIO may also work with the EOC to assist in distributing HART employee information. *For more information about this procedure, see Attachment J – External Communications and Internal Communications.*

6.0 **EMERGENCY SHELTERS**

The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.

HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 **HURRICANE OPERATIONS**

Once actual hurricane conditions exist, all HART services and facilities will be shut down subject to direction of the CEO or his/her designee.

8.0 **DAMAGE ASSESSMENT/SURVEY**

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the CEO and COO. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, stations and sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 **RECOVERY OPERATIONS**

Recovery is that phase of a disaster which occurs after emergency needs have been met, the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART’s employees and the
to return to some semblance of normal operations and normal life as soon as possible.
# ATTACHMENT C – BOARD MEMBER CONTACTS

## CITY OF TAMPA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Bryan L. Crino</td>
<td>Skyway Capital Partners</td>
<td>100 N. Tampa St., Ste 3550, Tampa, FL 33602, Phone: 813-318-9600, Fax: 813-318-9605, Term Expires: 01-29-2015, Email: <a href="mailto:bcino@skywaycapital.com">bcino@skywaycapital.com</a>, Assistant: Belina Caffield</td>
</tr>
<tr>
<td>Fran Davin, Choir</td>
<td>8608 Snowy Owl Way, Tampa, FL 33647, Phone: 813-977-0692, Term Expires: 10-31-2014, Email: <a href="mailto:mdavin1@verizon.net">mdavin1@verizon.net</a></td>
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<tr>
<td>Councilman Mike Suarez, Secretary</td>
<td>315 E. Kennedy Blvd, Tampa, FL 33602, Phone: 813-777-7077, Term Expires: 03-31-2013, Email: <a href="mailto:lorina.hardwick@tampagov.net">lorina.hardwick@tampagov.net</a>, Assistant: Lorina Hardwick</td>
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## HILLSBOROUGH COUNTY REPRESENTATIVES

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<th>Contact Information</th>
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<tr>
<td>Commissioner Kevin Beckner</td>
<td>Hillsborough County BOCC, P.O. Box 1110, 601 E. Kennedy Blvd., Second Floor, Tampa, FL 33602, Phone: 813-277-5730, Fax: 813-277-7053, Term Expires: 11-17-2013, Email: <a href="mailto:ktbecker@hillsboroughcounty.org">ktbecker@hillsboroughcounty.org</a>, Assistant: Holly East</td>
<td></td>
</tr>
<tr>
<td>Wallace Bowers</td>
<td>Bowars Realtor</td>
<td>4002 S. Ybor St., Tampa, FL 33619, Phone: 813-677-4111, Term Expires: 10-31-2014, Email: <a href="mailto:wallace.bowars1@verizon.net">wallace.bowars1@verizon.net</a></td>
</tr>
<tr>
<td>Karen C. Jaroch, P.E.</td>
<td>Tampa Engineering Associates, Inc., 16501 E. Course Drive, Tampa, FL 33624, Phone: 813-265-9005, Fax: 813-318-3294, Term Expires: 10-31-2014, Email: <a href="mailto:karen.jaroch@hotmail.com">karen.jaroch@hotmail.com</a></td>
<td></td>
</tr>
<tr>
<td>Anne Madden</td>
<td>Blue Iris Consulting</td>
<td>216 Sixth Ave., SW, Ruskin, FL 33571, Phone: 813-417-0978, 813-645-2146, Term Expires: 10-31-2014, Email: <a href="mailto:anne.madden1@verizon.net">anne.madden1@verizon.net</a></td>
</tr>
<tr>
<td>Commissioner Sandra Murman</td>
<td>Hillsborough County BOCC, P.O. Box 1110, 601 E. Kennedy Blvd., Second Floor, Tampa, FL 33602, Phone: 813-277-5470, Fax: 813-272-7046, Term Expires: 11-17-2013, Email: <a href="mailto:smurman@hillsboroughcounty.org">smurman@hillsboroughcounty.org</a>, Assistant: Delia Cory</td>
<td></td>
</tr>
<tr>
<td>Dr. Steven Polzin, Vice Chair</td>
<td>USF Center of Urban Transportation Research, 4202 E. Fowler Ave., Tampa, FL 33620, Phone: 813-974-9849, Fax: 813-974-5168, Term Expires: 10-31-2014, Email: <a href="mailto:polzin@cutr.usf.edu">polzin@cutr.usf.edu</a></td>
<td></td>
</tr>
<tr>
<td>Commissioner Mark Sharpe</td>
<td>Hillsborough County BOCC, P.O. Box 1110, 601 E. Kennedy Blvd., Second Floor, Tampa, FL 33602, Phone: 813-272-5735, Fax: 813-279-7054, Term Expires: 11-17-2013, Email: <a href="mailto:cmsharpe@hillsboroughcounty.org">cmsharpe@hillsboroughcounty.org</a>, Assistants: Sandra Chen, Eric Larson</td>
<td></td>
</tr>
</tbody>
</table>

## STATE OF FLORIDA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joshua Burgin</td>
<td>Holtac USA Corp</td>
<td>605 W Tewer Street, Plant City, FL 33563, Phone: 813-481-9813, Term Expires: 10-31-2015, <a href="mailto:Josh.burgin@gmail.com">Josh.burgin@gmail.com</a></td>
</tr>
<tr>
<td>Carlos “John” Melendez</td>
<td>CPI Engineers, Inc., 5601 Mariner St., Ste 240, Tampa, FL 33609, Phone: 813-288-0733 (office), 813-842-7959 (cell), Term Expires: 10-31-2015, Email: <a href="mailto:johnmelendez@gmail.com">johnmelendez@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>Councilman Eddie Vance</td>
<td>City of Temple Terrace, 11250 North 56th Street, Temple Terrace, FL 33617, Phone: 813-596-6440, Cell: 813-601-7971, Term Expires: 10-31-2013, Email: <a href="mailto:evance@templeteterrace.com">evance@templeteterrace.com</a></td>
<td></td>
</tr>
</tbody>
</table>
## ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES - 2013

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura White</td>
<td>United Cerebral Palsy</td>
<td>813-239-1179 X-4148 Fax. 813-237-3091 <a href="mailto:lwhite@ucptampa.org">lwhite@ucptampa.org</a></td>
<td></td>
</tr>
<tr>
<td>Sheryl Brown or Judy Brannon</td>
<td>Tampa Lighthouse for the Blind</td>
<td>813-251-2407 Fax. 813-254-4305 <a href="mailto:sheryl.brown@tampalighthouse.org">sheryl.brown@tampalighthouse.org</a></td>
<td></td>
</tr>
<tr>
<td>Millie Bucy</td>
<td>Enhanced Parent Involvement FDLRS Employment Specialist</td>
<td>813-837-7777 Fax. 813-837-7733 <a href="mailto:midred.bucy@sdhc.k12.fl.us">midred.bucy@sdhc.k12.fl.us</a></td>
<td></td>
</tr>
<tr>
<td>Brenda Ruehl</td>
<td>Self Reliance, Inc.</td>
<td>813-375-3965 Fax. 813-375-3970 <a href="mailto:broubl@self.reliance.org">broubl@self.reliance.org</a></td>
<td></td>
</tr>
<tr>
<td>Jennifer Schaefer</td>
<td>Bay Care Home Care</td>
<td>813-896-0700 Fax. 813-243-7418 <a href="mailto:jennifer.schaefer@baycare.org">jennifer.schaefer@baycare.org</a></td>
<td></td>
</tr>
<tr>
<td>Richard Schade</td>
<td>Tampa Bay Performing Arts Ctr</td>
<td>813-222-1062 Fax. 813-222-4897 <a href="mailto:richard.schade@strazcenter.org">richard.schade@strazcenter.org</a></td>
<td></td>
</tr>
<tr>
<td>Martha Caron</td>
<td>West Central Florida Area</td>
<td>813-876-5576 Fax. 813-623-1342 <a href="mailto:martha.caron@annoflorida.com">martha.caron@annoflorida.com</a></td>
<td></td>
</tr>
<tr>
<td>Sharon Door</td>
<td>West Coast Brace &amp; Limb</td>
<td>813-985-5600 Fax. 813-985-4499 <a href="mailto:sharond@wcbl.com">sharond@wcbl.com</a></td>
<td></td>
</tr>
<tr>
<td>Joann Martinez-Rivera</td>
<td>Disability Rights Florida</td>
<td>850-488-9071 X-9763 Fax. 850-488-8640 <a href="mailto:joannm@disabilityrightsflorida.org">joannm@disabilityrightsflorida.org</a></td>
<td></td>
</tr>
<tr>
<td>Louise Peyton</td>
<td>Division of Blind Services</td>
<td>813-871-7190 Fax. 813-871-7161 <a href="mailto:louise.peyton@cbs.fidoex.org">louise.peyton@cbs.fidoex.org</a></td>
<td></td>
</tr>
<tr>
<td>Mary Milne</td>
<td>St Pete Times Forum</td>
<td>813-301-6762 Fax. 813-301-1494 <a href="mailto:mmilne@sptimesforum.com">mmilne@sptimesforum.com</a></td>
<td></td>
</tr>
<tr>
<td>Patricia Whitmore</td>
<td>Sunrise Community</td>
<td>813-663-9555 Fax. 813-622-9044 <a href="mailto:pwhitmore@sunrisegroup.com">pwhitmore@sunrisegroup.com</a></td>
<td></td>
</tr>
<tr>
<td>Emily Camino</td>
<td>Hillsborough County School Board</td>
<td>813-837-7777 Fax. 813-837-7702 <a href="mailto:emily.cimino@sdhc.k12.fl.us">emily.cimino@sdhc.k12.fl.us</a></td>
<td></td>
</tr>
<tr>
<td>Ross Obannon</td>
<td>Angola Unaware</td>
<td>813-961-1159 Fax. 813-265-1656 <a href="mailto:auexdr@aol.com">auexdr@aol.com</a></td>
<td></td>
</tr>
<tr>
<td>Zack Wray</td>
<td>Sunrise Community</td>
<td>813-830-7823 Fax. 813-932-7011 <a href="mailto:zwray@sunrisegroup.com">zwray@sunrisegroup.com</a></td>
<td></td>
</tr>
<tr>
<td>Ed Wisniewski</td>
<td>Sunline</td>
<td>813-236-5999 Phone. 813-236-6601 Cell. 813-236-5999 Fax. 813-236-6601 <a href="mailto:EdWisniewski@HillsboroughCounty.com">EdWisniewski@HillsboroughCounty.com</a></td>
<td></td>
</tr>
<tr>
<td>Mike Hinson or BrieGail Canale</td>
<td>Project Return-Housing</td>
<td>813-933-9020 Fax. 813-933-6614 <a href="mailto:mhinson@projectreturn.org">mhinson@projectreturn.org</a> or <a href="mailto:bcana@projectreturn.org">bcana@projectreturn.org</a></td>
<td></td>
</tr>
<tr>
<td>Marivett Gerena-Marrapodi</td>
<td>Vocational Rehabilitation</td>
<td>813-740-4708 Fax. 813-740-4712 <a href="mailto:marraved.gerena-marrapodi@v.fido.org">marraved.gerena-marrapodi@v.fido.org</a></td>
<td></td>
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## ALLIANCE FOR CITIZENS WITH DISABILITIES-2013

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandy Stoka</td>
<td>ADA Coordinator/Acting HIPAA Compliance Officer, Hillsborough County BOCC</td>
<td>813-276-2742</td>
<td><a href="mailto:srokas@hillsboroughcounty.org">srokas@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td></td>
<td>County Center, 24th Floor Tampa, FL 33602</td>
<td>Fax: 813-272-7142</td>
<td></td>
</tr>
<tr>
<td>Linda Irish</td>
<td>Goodwill Industries Suncoast, Inc.</td>
<td>813-831-5980</td>
<td><a href="mailto:linda.irish@goodwill-suncoast.com">linda.irish@goodwill-suncoast.com</a></td>
</tr>
<tr>
<td></td>
<td>Freedom Village II, 5002 S Bridge St Tampa, FL 33611</td>
<td>Fax: 813-831-6819</td>
<td></td>
</tr>
<tr>
<td>Karen Sinnreich</td>
<td>Disability Rights Coordinator - City of Tampa</td>
<td>813-307-5595</td>
<td><a href="mailto:karen.sinnreich@tlawa.tampa.fl.us">karen.sinnreich@tlawa.tampa.fl.us</a></td>
</tr>
<tr>
<td></td>
<td>Neighborhood Services Department Community Affairs Division</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2105 N Nebraska Ave Tampa, FL 33602</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS

American Red Cross ................................................................. 813-438-4820
American Red Cross Disaster Assistance ........................................ 1-866-438-4636
Clean City Division ................................................................. 813-931-2140
Code Enforcement ................................................................. 813-274-5545
County Special Needs Shelter Registration .................................. 813-272-5900
Crisis Center ............................................................................. 211
Emergency Operations Center ................................................ 813-232-6890
FEMA ....................................................................................... 1-800-525-0321
Florida Dept. Agriculture & Consumer Services ......................... 1-800-435-7352
Florida Dept. Financial Services Consumer Help Line ................... 1-800-342-2762
Florida Division Emergency Management ................................... 1-850-413-9900
Hurricane Information Desk (City) ............................................. 813-232-6890
Hurricane Information: Pre/Post Non-Emergency (County) .......... 813-272-5900
Hurricane Help Line (State) .................................................... 1-800-227-8676
McKay Bay Transfer Station/Scale House .................................. 813-242-7835
National Flood Insurance Program ............................................. 1-888-356-6329
Neighborhood & Community Relations ..................................... 813-274-7835
Parks & Recreation ..................................................................... 813-274-8615
Poison Control Hot Line ......................................................... 1-800-222-1222
Police Department ..................................................................... 813-231-6130
Public Works Emergency - After Hours ...................................... 813-622-1940
Solid Waste Department .......................................................... 813-348-1111
Storm Water Department ......................................................... 813-622-1901
TECO ....................................................................................... 813-223-0800
TECO Outage ........................................................................... 1-877-588-1010
Traffic/Travel Information ....................................................... 511
Tree Emergency ......................................................................... 813-931-2168
Wastewater Department ............................................................ 813-259-1693
Water Department Emergency Services .................................... 813-274-7400

Please visit our website at www.tampagov.net/neighborhoods for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under “My Tampa Address.”

If our office can be of further help, please do not hesitate to contact us at 274-7835.
## ATTACHMENT F – NON-HART EMERGENCY PHONE NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEOC</td>
<td>813-236-3800</td>
</tr>
<tr>
<td>Meteorologist</td>
<td>813-645-4111, 645-2323 or 453-6149</td>
</tr>
<tr>
<td>PSTA Dispatch</td>
<td>727-540-1839</td>
</tr>
<tr>
<td>PSTA Analog number</td>
<td>727-556-6371 – in case digital system goes down</td>
</tr>
<tr>
<td>YES Team</td>
<td>813-833-0738</td>
</tr>
<tr>
<td>St. Joseph’s Hospital</td>
<td>813-870-4000</td>
</tr>
<tr>
<td>ADT Security</td>
<td>800-238-2727 (Alarm service)</td>
</tr>
<tr>
<td>Security Engineers</td>
<td>813-870-1241 or Cell #813-352-8844 (Guard Service)</td>
</tr>
<tr>
<td>Ybor Flash Storm</td>
<td>813-622-1901 – Flooding problems – 24 hr. emergency</td>
</tr>
<tr>
<td>Quality Inn, 4955 East 18th Ave.</td>
<td>813-623-6000</td>
</tr>
<tr>
<td>off 50th St. North of I-4</td>
<td></td>
</tr>
<tr>
<td>Stepp’s Transportation</td>
<td>813-621-8884, 621-4224, 621-8889, 621-8989 or</td>
</tr>
<tr>
<td></td>
<td>Cell 813-293-1360</td>
</tr>
</tbody>
</table>
ATTACHMENT G - HART HURRICANE FAQS

What is HART’s emergency response team and who are its members?
The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Public Information, Marketing and Community Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?
If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?
There is a complete listing of all contact numbers in the HART 2013 Hurricane Plan. Copies are available.

How do I update my contact information?
Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. prior to any emergency. If there is a change following the storm, contact your supervisor with the updated information.

What are the hurricane stages?
For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch – issued 36 hours prior to the anticipated landfall of a hurricane
- Hurricane Warning – issued 24 hours prior to the anticipated landfall of a hurricane
- Hurricane Operations
- Post Hurricane Operations

When does HART cease its operations?
HART CEO will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 35 miles per hour.

Where do I find the flood zones map?
Most hurricane guides show flood zones. Some downtown employees will have received a 2013 Hurricane Guide published by the Tampa Bay Regional Planning Council. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at: http://hillsboroughcounty.org/pgm/hazardmit/floodMap/homeownerEffects.cfm#HEZ

   **NOTE:** You can obtain specific information for your address there.

Can I seek shelter in HART’s facilities?
No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.
Where are hurricane shelters located? (Primary/special needs/pet)
An updated list of all hurricane shelters is available on the County website at: www.hillsboroughcounty.org which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

What are the evacuation routes?
HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org

How do I help to secure facilities/equipment?
- If necessary, disconnect, cover and secure all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.
- Each department should have a hurricane plan specific to their departmental needs to be used in conjunction with this plan.

What documentation must I secure?
Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

What is the employee notification process (pre/during/post storm)?
- **Section 11.0 – Employee Notification Process, outlines steps to be taken in the following instances:**
  
  **G. As the storm approaches** your supervisor will advise you of the arrangement for the following day according to your departmental plan. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt; call the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).
  
  - During the hurricane do not attempt to call HART. All operations are suspended.
  - Following a major hurricane you should contact the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining) or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

When do I return to work?
HART will make every attempt to resume service as quickly as possible following the storm. Check with your supervisor to see where and when to report. If you are unable to contact your
Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.

**Whom do I contact to find out about HART services status?**

You should contact either your supervisor, the HART customer service number (254-HART, 254-4278) or call the **Dispatch Hotline at (813) 384-6372 or 813-626-3548.**

**Where do I report if the Ybor City Office is closed?**

It is likely that in the event of a major hurricane that the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

**What will be my pay status following the hurricane?**

If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

**Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?**

Your first duty is to your family. Contact your supervisor to make them aware of your particular circumstances. If you are unable to contact your supervisor, contact the 21st Avenue office (623-5835) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

**What are the post hurricane operations modes?**

- **Recovery** - Damage assessment (facilities, vehicles, and property)
- **Communication** - Call back/contact of HART personnel
- **Restoration** - Delivery of service

**Who can be assigned emergency support functions?**

Anyone; non-operations personnel will be assigned to emergency support functions on an “as needed” basis. This could include duties related to Recovery, Communication, or Restoration.

**What can I do if there is major devastation, service cannot be restored immediately, and I can’t return to my work assignments?**

If the “big one” makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT H – PROGRESSIVE SERVICE REDUCTION

1.0 Level “A” Reduction

Operation of Local Fixed-Route Service and MetroRapid

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Bus Service

Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Paratransit Service

Continue in operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service

Operate 40 minute headways as weather conditions permit.

2.0 Level “B” Reduction

Operation of Local Fixed-Route Service

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid

No service provided.

HARTPlus Paratransit Service

Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit. A “cut off” time for evening and nighttime service may be implemented.

Streetcar Service

Operate 40 minute headways as weather conditions permit. A “cut off” time for evening and nighttime service may be implemented.

3.0 Level “C” Reduction

Operation of Local Fixed-Route Service

Transportation will run a “Reduced Route” weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

See “Reduced Route” Weekday Service Routes in 8.0 below.
**Weekday Express Bus Service and MetroRapid**
No service provided.

**HARTPlus Paratransit Service**
Further reduced and continued operation based on fixed route level of operation.

**HARTFlex Service**
Continue in normal service as weather conditions and manpower availability permit.

**Streetcar Service**
No service provided.

**4.0 Level “D” Reduction**

**Operation of Local Fixed-Route Service**
Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Bus Service and MetroRapid**
No service provided.

**HARTPlus Service**
Further reduced and continued operation based on fixed route level of operation and span of service.

**HARTFlex Service**
No service provided.

**Streetcar Service**
No service provided.

**5.0 Level “E” Reduction**

**Operation of Local Fixed-Route Service**
Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Service and MetroRapid**
No service provided.

**HARTPlus Service**
Further reduced and continued operation based on fixed route level of operation and span of service.

**HARTFlex Service**
No service provided.

**Streetcar Service**
No service provided.
6.0 **Level “F” Reduction**

**Operation of Local Fixed-Route Service**

Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART’s involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. A “cut off” time for evening and nighttime service may be implemented.

**Weekday Express Bus Service and MetroRapid**

No service provided.

**HARTPlus Paratransit Service**

Further reduced and continued operation based on fixed route level of operation and span of service.

**HARTFlex Service**

No service provided.

**Streetcar Service**

No service provided.

7.0 **Level “G” Reduction**

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

**Operation of Local Fixed-route Bus Service**

No service provided.

**Weekday Express Bus Service and MetroRapid**

No service provided.

**HARTPlus Paratransit Service**

No service provided.

**HARTFlex Service**

No service provided.

**Streetcar Service**

No service provided.

8.0 **Route Information as of May 26, 2013**

Current weekday local service routes

1, 2, 4, 5, 6, 6 Ltd, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, (In Town Trolley 96 ), and 400. Total number of local weekday routes = 30
Current weekday express service routes

20, 22, 24, 25, 27, 28, 47, 51, 53, 61 LX, 200. Total number of weekday express routes = 11

HARTFlex Service

Brandon, South County, Northdale, Town 'N Country, and South Tampa

Current Saturday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 16, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, Total number of Saturday local routes = 20

Current Sunday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

“Reduced Route” Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (additionally - 16, 33, 37 if manpower allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of May 26, 2013

Express Manpower Requirements

20X = 2 AM / 2 PM
22X = 2 AM / 2 PM
24X = 6 AM / 6 PM
25LX = 5 AM / 6 PM
27LX = 3 AM / 2 PM
28X = 1 AM / 1 PM
47LX = 2 AM / 2 PM
51X = 2 AM / 2 PM
200X = 3 AM / 2 PM
Total 29 AM / 28 PM

Manpower Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level A</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – 29 AM and possible 28 PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
</tbody>
</table>
HARTFlex Normal Service will continue to run as long as weather conditions and manpower availability permit

Streetcar Normal Service will continue to run as long as weather conditions and manpower availability permit

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Level B</strong></td>
<td></td>
</tr>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td>Streetcar</td>
<td>Reduced Service will continue to run as long as weather conditions permit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service Level C</strong></th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>40 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service Level D</strong></th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>42 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>
## Service Level E

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus</strong></td>
<td>36 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

## Service Level F

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus</strong></td>
<td>Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided – one (1) bus and operator on each route</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

## Service Level G

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

### EOC Hurricane Evacuation Routing Manpower/Operator Requirement

Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

### Moving of HART vehicles to off-site locations – Yukon and USF.

Depending on what time this movement begins and how much time is left after all other services have begun to cease, ten (10) to fifty (50) operators will be required to perform this function.

### Securing Streetcars and Sub-stations

Upon discontinuing streetcar service, nine (9) streetcars will be secured inside the streetcar barn. The remaining streetcar will be secured with poles removed outside of the streetcar barn. Sub-stations will have entry points sealed.
10.0 Hours of Operation for Hurricane Team Operators

Current HART/ATU contract language provides as follows:

**ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES**

3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time.

11.0 Additional Contract Language Related to Hurricane Operations

**ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE**

1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority’s services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority’s operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.

4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the ‘Emergency Response Team’ will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.
5. Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.

6. Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.
12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators’ reports at 0350hrs and runs to 1400hrs - second group of operators’ reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon Centers.
ATTACHMENT I – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer’s instructions. The manufacturer’s instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. “Secured” means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
FOR FURTHER INFORMATION:
Marilyn Burke
PHMSA Emergency Coordinator
703-403-0365

3.0 EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:
- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, and then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

NOTE: If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check for passengers, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
ATTACHMENT J – MEDIA CONTACT LIST – 2013

1.0 TELEVISION STATIONS

Bay News 9
E-mail: desk@baynews9.com
Newsroom phone: (727) 329-2400 or 888-437-1239
*First contact, if possible

WFLA-Ch. 8 (NBC)
Email: news@wfla.com
Newsroom phone: (813) 221-5788

WTVT-Ch. 13 (FOX)
E-mail: news@wtvt.com
Newsroom phone: (813) 870-9630

WTSP-Ch. 10 (CBS)
E-mail: desk@tampabays10.com
Newsroom phone: (727) 577-8550

WFTS – Ch. 28 (ABC)
E-mail: newstips@wfts.com
Newsroom phone: (813) 354-2800

WUSF-TV Ch. 16 (PBS)
E-mail: news@wusf.org
Phone: (813) 974-4000

WVEA-Ch. 62 (Univision)
E-mail: noticiastampa@entravision.com
Phone: (813) 998-3662

WRMD-Ch. 57 (Telemundo)
E-mail: tampa57@aol.com
Phone: (813) 319-5757
Fax: (813) 319-0029

2.0 RADIO

Clear Channel:
E-mail: rcbauer@clearchannel.com
Phone: (813) 832-1000
Fax: (813) 831-6397
WBTP-FM 95.7 (the Beat)
WXTB-FM 97.9 (98 Rock)
WMTX-FM 100.7 (Mix)
WFUS-FM 103.5 (US 1035)
WFLZ-FM 93.3 (93-3 FLZ)
WHNZ-AM 1250 (Impact Radio)
WDAE-AM 620 (the Sports Animal)
WFLA-AM 970
news@970wfla.com
News tip line: (813) 831-9797

Cox Radio
E-mail: tom.paleveda@coxtampa.com
Phone: (727) 579-2000
Fax: (727) 579-2662
WWRM-FM 94.9 (Magic)
WDUV-FM 105.5 (Dove)
WPOI-FM 101.5 (Point)
WXGL-FM 107.3 (the Eagle)
WHPT-FM 102.5
WSUN-FM 97.1 (97X)

CBS Radio
E-mail: rblock@wsjt.com
Phone: (727) 563-8941
Fax: (727) 563-8902
WLLD-FM 98.7 (Wild)
WSJT-FM 94.1
WRBQ-FM 104.7
E-Mail: mike.culotta@csbs.com
Phone: (813) 637-7825
Fax: (814) 289-0408
WQYK-FM 99.5
WQYK-AM 1010
WYUU-FM 92.5
3.0 ALTERNATE MEDIA

WMNF-FM 88.5
E-mail: newsroom@wmnf.org
Phone: (813) 238-8001

WUSF-FM 89.7
E-mail: news@wusf.org
Phone: (813) 974-8700

WWBA-AM 1040
E-mail: studio@wwba1040.com
Phone: (813) 281-1040
(Fax: (813) 281-1948

WWMI-AM 1380 (Radio Disney)
E-mail: drew.rashbaum@abc.com
Phone: (727) 577-4500
Fax: (727) 579-1340

WRMD-AM 680 (Genesis)
E-mail: none
Phone: (813) 637-8000

WAMA-AM 1550
E-mail: none
Phone: (813) 319-5757

WTMP-AM 1150 and FM 96.1
E-mail: loumuhammad@tampabroadcasting.com
Phone: (813) 620-1300
Fax: (813) 628-0713

WLLC-AM 760
E-mail: angela@toplinebroadcasting.com
Phone: (813) 871-1819

4.0 RADIO TRAFFIC

Metro Traffic Control
E-mail: tampa_producer@metronetworks.com
Phone: (813) 875-8500
Fax: (813) 876-5125

5.0 NEWSPAPERS

Tampa Tribune
E-mail: new@tampatrib.com
Newsroom phone: (813) 221-5788

St. Petersburg Times
Tampa Bureau
E-mail: tampa@sptimes.com
Newsroom phone: (813) 226-3303

Florida Sentinel bulletin
E-mail: ghayes@flsentinel.com
Phone: (813) 248-1921

La Gaceta
E-mail: gsiudut@lagacetanewspaper.com
Phone: (813) 248-3921
Fax: (813) 247-5357

Tampa Bay Business Journal
Email: bmill@bizjournals.com
Phone: 813-873-8225
6.0 CONSTANT CONTACT EMAIL LIST

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info@bayword.com

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jasielonisk@hillsboroughcounty.org
jdido@selfreliance.org
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<td><a href="mailto:jet2001904@hotmail.com">jet2001904@hotmail.com</a></td>
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<tr>
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</tr>
<tr>
<td><a href="mailto:pagmpf01@aol.com">pagmpf01@aol.com</a></td>
</tr>
<tr>
<td><a href="mailto:patrick@megastations.net">patrick@megastations.net</a></td>
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petitl@gohart.org
pguzzo@lagacetanewspaper.com
pholley@wusf.org
porterchuck@earthlink.net
porters@hillsboroughcounty.org

R
rblock@wsjt.com
rcbauer@clearchannel.com
rehabmgr@tampalighthouse.org
rgovin@mmsstamp.com
riilliston@hillsarc.com
rpeverini@advocacycenter.org
rshopes@ tampatrib.com
russ_handler@metronetworks.com
ruthierey@yahoo.com
reyesr@gohart.org

S
Sandy.fiallo@tampagov.net
sandersk@gohart.org
sanduskym@gohart.org
scstephens@hillsarc.org
sebner@atlantic.net
sewardj@gohart.org
shannon.edge@tampagov.net
sharpem@hillsboroughcounty.org
shavalierm@gohart.org
sixfive@tampabay.rr.com
smithd@gohart.org
smoody@atlantic.net
snuglsr1941@verizon.net
srokas@hillsboroughcounty.org
stephensm@gohart.org
steve.daignault@ci.tampa.fl.us
stevehall@clearchannel.com
stribling@gohart.org
sthomas@deloitte.com
studio@wwba1040.com
surpotts@att.net

susan.robinson@ci.tampa.fl.us

T
t-e-hull@dbs.dde.state.fl.us
tamargod@gohart.org
tampa_producer@metronetworks.com
tampa@sptimes.com
tampa57@aol.com
taylor@hillsboroughcounty.org
taylors@gohart.org
tgarling@psta.net
tina.karagiannis@baynews9.com
tips@baynews9.com
thl@tampalighthouse.org
tom.paleveda@coxtampa.com
tparks@psta.net
troy@gmail.com

U
umb@tampabay.rr.com

V
valdez@hillsboroughcounty.org
vmartin@self-reliance.org

W
wadeh@hillsboroughcounty.org
wagnerk@gohart.org
wallace.bowers@verizon.net
weber@westshorealliance.org
wyzynski@gohart.org
wlenz@psta.net

Y
yeha@plancom.org
yisel.tejeda@infomas.tv

7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Information Officer or the designee will make use of the “Constant Contact” online e-mail service to issue alerts to the HART Board, Tampa Historic Streetcar Board and HART senior staff.
A. Utilizing HART's account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers.

B. The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.

C. A hard copy of the e-mail list is included in this hurricane plan.

D. The PIO and Media Relations Associate are the primary users of Constant Contact. If these staff members are not available to issue alerts, use the hard copy list of e-mail addresses in this hurricane plan.
HART Storm Service Status

Media Alert

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION) PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - June 11, 2007 - With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services service on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTinfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.

(Include the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(Include the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC), HART's Emergency Evacuation Bus Routes will begin operation at (time) on (date). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.HART.org or by calling the HARTinfo Line at (813) 254-HART (4278).

Areas not covered by HART's Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6900. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(Include the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART's Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.HART.org, and click on "Emergency Evacuation Routes."
MEDIA ALERT

Please note that the automatic signature will be as follows:

Sandra Pinto
Public Information Officer
Hillsborough Area Regional Transit
Office: 813-384-6610
Cell: 813-545-5497
pintos@goHART.org

If a designee is using Media Alert, then the correct contact information should be noted.

MEDIA ALERT

INSTRUCTIONS FOR USING MEDIA ALERT WEB SITE
MESSAGE POSTING PAGE.

1) Go to web site www.media-alert.com
2) Click “POST”
3) Type in your entry code as: m3diaalertpi0
   (all lower case and final character is the numeral zero)
4) Enter the e-mail address to which you want “results verification” sent
5) Enter your Media Alert login (we will furnish to you) hart
6) Enter your Media Alert password (we will furnish to you), then click on “Submit & Verify” 111dot222
7) In the large text box, type in or paste in and edit your story
8) If you have no photo to post, skip to step 13
9) If you have a photo to post, click “yes” button below the big text box
10) Enter a caption in the “Please Enter Photo Subject Name” box
11) Click the Browse button and locate and enter your photo or graphic
12) Enter a short description (less than 1000 characters) of your graphic
13) Click “Send Message” once and please be patient. Processing should take less than 60 seconds
14) You should receive a “Success!” message page plus other information
15) Your e-mailed verification will contain your entire story as posted for you to file or attach to other documents as necessary

QUICK ALERT EMERGENCY NUMBER – 877-332-3017
This is a 24/7 answering service which will transcribe and transmit a short message when a computer is not available to you. When the operator answers, identify yourself and tell him/her what your Login is, so your agency is accurately identified and your personal distribution list is alerted.

AUTOFAX NUMBER – 888-456-0490
You can send a FAX document over Media Alert. Notify us the FAX numbers from which you will be sending your FAXs. We will convert them to PDFs and send them to the media within 60-seconds.
EXTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO and COO) Changes in service finalized by Chiefs

PIO Drafts News Releases About HART Service

PIO Must Seek Approval from CEO and 1 Additional Chief Before All Final News Releases Are Distributed!

EOC Media Relations Office (See Attachment B-5)

Constant Contact List for HART Board, THS Board and HART Senior Staff (See Attachment J-1)

Dispatch

Online Posting: HART website and social media

As a last resort, use the Media Alert system to communicate with media if external information is not being distributed via the EOC Media Relations Office. See Attachment J-3
INTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO) Changes in personnel needs finalized by Chiefs

Telephone Contact Tree (See Attachment L)

PIO Drafts HART Employee Updates

PIO Must Seek Approval from CEO and all respective Chiefs before Employee Updates Are Distributed!

EOC Media Relations Office (See Attachment B-5)

Constant Contact List for HART Board, THS Board and HART Senior Staff (See Attachment J-1)

Dispatch

Online Posting: WWW Home Page (Employee Section)
**Scenario Storm Characteristics**
- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St Petersburg, and Orlando FL

<table>
<thead>
<tr>
<th>Population within Potential Surge Zones</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>16+ feet</td>
<td>2,400</td>
</tr>
<tr>
<td>11-15 feet</td>
<td>22,500</td>
</tr>
<tr>
<td>9-10 feet</td>
<td>27,100</td>
</tr>
<tr>
<td>6-8 feet</td>
<td>98,700</td>
</tr>
<tr>
<td>1-5 feet</td>
<td>602,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Population Impacted by Potential Power Outages</th>
<th>Affected</th>
<th>7 days</th>
<th>10+ days</th>
</tr>
</thead>
<tbody>
<tr>
<td>(widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida) Times to restoration are after damage assessment</td>
<td>&gt; 2,200,000</td>
<td>75% restored</td>
<td>Fully restored</td>
</tr>
</tbody>
</table>

**Estimated Economic Impacts**
- Direct costs for business interruptions: $1-2 billion
- Total costs for business interruptions: $3-4 billion

**Facilities of Interest**

<table>
<thead>
<tr>
<th>Major Seaports</th>
<th>Port of Tampa, FL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Transportation Routes</td>
<td>I-75</td>
</tr>
<tr>
<td>Expected Major Airport Closures</td>
<td>Orlando International, Tampa International</td>
</tr>
<tr>
<td>Water Distribution Treatment Plants (impacted by potential storm surge)</td>
<td>Tampa Bay Groundwater Treatment Plant</td>
</tr>
<tr>
<td>Major Wastewater Treatment Facilities (large plants impacted by storm surge)</td>
<td>Howard F. Currie Advanced Wastewater Treatment Plant</td>
</tr>
</tbody>
</table>
# Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>M</td>
<td>- Could impact the citrus crop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Local damage will be severe but is unlikely to impact the broader market for agricultural commodities</td>
</tr>
<tr>
<td>Banks &amp; Finance</td>
<td>L</td>
<td>- No long-term impacts expected due to backup systems but electronic transfers could be affected due to loss of electric power and telecommunications services</td>
</tr>
<tr>
<td>Chemical Plants</td>
<td>M</td>
<td>- Primary Tampa-area chemical facilities process locally-mined ammonia phosphates for use in agriculture, and represent 94% of U.S. processing capacity</td>
</tr>
<tr>
<td>Commercial Facilities</td>
<td>L</td>
<td>- Impacts not major, loss of business due to electric power outages</td>
</tr>
<tr>
<td>Dams</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Defense Industrial Base</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>M</td>
<td>- Emergency response delays expected due to transportation, electrical power, and telecommunications disruptions</td>
</tr>
<tr>
<td>Energy: Electric Power</td>
<td>B</td>
<td>- Widespread power outages expected around the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Localized outages expected in the rest of the study area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 75% restoration expected within 7 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Full restoration may take over 10 days following damage assessment</td>
</tr>
<tr>
<td>Energy: Natural Gas</td>
<td>L</td>
<td>- 4 compressor stations and no processing plants in affected area</td>
</tr>
<tr>
<td>Energy: Petroleum</td>
<td>B</td>
<td>- No refineries in the area</td>
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<tr>
<td></td>
<td></td>
<td>- Many refined products are imported through the Port of Tampa. If this port is damaged there could be fuel shortages in the area</td>
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<tr>
<td>Government Facilities</td>
<td>L</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Information Technology</td>
<td>L</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>National Monuments</td>
<td>L</td>
<td>- Impacts may be locally or regionally significant</td>
</tr>
<tr>
<td>Nuclear Facilities</td>
<td>L</td>
<td>- No nuclear power plants in the study area</td>
</tr>
<tr>
<td>Postal &amp; Shipping</td>
<td>M</td>
<td>- Expect delays due to transportation impacts</td>
</tr>
<tr>
<td>Hospitals &amp; Nursing Homes</td>
<td>M</td>
<td>- Evacuations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities</td>
</tr>
<tr>
<td>Telecomm: Wireline</td>
<td>B</td>
<td>- Expect damage to telecommunications infrastructure (poles and overhead lines) especially in the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Restoration of full service may take weeks</td>
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<tr>
<td>Telecomm: Wireless</td>
<td></td>
<td>- Not analyzed</td>
</tr>
<tr>
<td>Transport: RoadRail</td>
<td>B</td>
<td>- Ground transportation impacts due to flooding and debris and I-75 could be impacted due to flooding and storm debris</td>
</tr>
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<td>Transport: Airports</td>
<td>B</td>
<td>- Potential airport closures in Tampa and Orlando</td>
</tr>
<tr>
<td>Transport: Seaports</td>
<td>B</td>
<td>- Port of Tampa expected to be impacted</td>
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<tr>
<td></td>
<td></td>
<td>- Area relies on petroleum products shipped through this port</td>
</tr>
<tr>
<td>Water: Drinking Water</td>
<td>M</td>
<td>- Two regional water treatment plants comprise the Tampa Bay water supply</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Water distribution relies on pumps which are reliant on electric power to transport fluids</td>
</tr>
<tr>
<td>Water: Wastewater</td>
<td>M</td>
<td>- Howard F. Curran Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains</td>
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TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in the Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors’ six previous years of seasonal forecasts for Atlantic TC activity between 2007-2012.

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<thead>
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<th>Year</th>
<th>Date</th>
<th>Forecast 1</th>
<th>Forecast 2</th>
<th>Forecast 3</th>
<th>Forecast 4</th>
<th>Forecast 5</th>
<th>Forecast 6</th>
<th>Obs.</th>
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<td>9</td>
<td>8</td>
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<td>17</td>
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<td>85</td>
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<td>5</td>
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<tr>
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<td>11</td>
<td>11</td>
<td>10</td>
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<td>185</td>
<td>160</td>
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<td>2008</td>
<td>7 Dec. 2007</td>
<td>Update 9 April</td>
<td>Update 3 June</td>
<td>Update 5 August</td>
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<td>No. of Hurricanes</td>
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<tr>
<td>Intense Hurricanes</td>
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<td>4</td>
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<td>Net Tropical Cyclone Activity</td>
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<tr>
<td>No. of Named Storm Days</td>
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<td>Intense Hurricane Days</td>
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<td>90</td>
<td>85</td>
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</tr>
</tbody>
</table>
HOW TERRORISTS MIGHT EXPLOIT A HURRICANE

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaida to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target evacuation routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable, their locations shift, and intensity varies. However, it is conceivable that a terrorist group like
al-Qaida, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.

- Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.
- Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

THREATS ON SITE AND THE HURRICANE LIFECYCLE

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

Entire Life Cycle

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.

Entire Hurricane Lifecycle

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostage Situation or Attack on Evacuation Shelters</td>
<td>• High value target to incite panic</td>
<td>• Mass of population along transportation infrastructure (e.g. bridges, tunnels)</td>
</tr>
<tr>
<td></td>
<td>• Destroying a place of refuge will cause a loss of confidence in the government’s ability to protect its citizens</td>
<td>• Minimal security, numerous bags and suitcases, concentrated population</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manned by volunteers (e.g.-lax security)</td>
</tr>
</tbody>
</table>
Cyber attacks

- Confusion
- Economic impact
- Public agitation
- Confusion through erroneous information
- Terrorists may exploit key web sites to pass erroneous information
- May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc
- Denial of service, network intrusions, release of malicious codes

Impersonation of first responder personnel

- Moderate Panic
- Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance

**Pre-Event**

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

**Pre-Event**

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeting of Evacuation Routes</td>
<td>• Mass panic</td>
<td>• Soft target</td>
</tr>
<tr>
<td></td>
<td>• Possible high casualties</td>
<td>• Mass of population along the transportation infrastructure (key choke points)</td>
</tr>
<tr>
<td></td>
<td>• Destabilization</td>
<td>• High profile nature</td>
</tr>
<tr>
<td></td>
<td>• Loss of public confidence in the government</td>
<td>• Clearly identified evacuation routes susceptible to attack</td>
</tr>
<tr>
<td></td>
<td>• Immobile population</td>
<td>• Could lead to a failure to evacuate</td>
</tr>
<tr>
<td></td>
<td>• Increased media coverage</td>
<td></td>
</tr>
<tr>
<td>Critical Infrastructure Surveillance</td>
<td>• Low initial value; yet useful information for future attacks</td>
<td>• Preparation procedures may be easily observed</td>
</tr>
<tr>
<td></td>
<td>• Detailed reconnaissance opportunity</td>
<td>• Terrorists adapt strategically not tactically</td>
</tr>
<tr>
<td>Targeting of a shopping mall, grocery store or home improvement center as public prepares</td>
<td>• Possible high casualties</td>
<td>• Congregation of population</td>
</tr>
<tr>
<td></td>
<td>• Destabilization and fear</td>
<td>• Low security</td>
</tr>
<tr>
<td></td>
<td>• Panic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• High media coverage</td>
<td></td>
</tr>
</tbody>
</table>
During Event

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

### During Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Attack on Critical Infrastructure and Key Assets | • High shock value  
• Low panic since population is immobile | • Decreased security presence  
• Weakened infrastructure from a natural event  
• Hostage opportunities  
• Potential reduction of personnel |
| Cyber attack on 9-11 Call Centers  
Emergency Broadcast Network | • Moderate public panic | • Increased reliance on emergency communications during an event  
• Increased volume may impact system |
| Physical or Cyber Attack on Communication Towers and Infrastructures | • Confusion  
• Hamper ability to respond  
• Loss of life  
• Incite panic | • Communication is critical to respond to an attack, but is potentially vulnerable to a target attack, either cyber or physical |
| Increased Access, Ability to Attack via Tidal Surge | • Variable depending on what target and the method of attack | • May utilize flooding to access infrastructure  
• Tidal surge may destroy key security measures at facilities  
• May provide access via water to critical sites, attacks on dams |

Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.
Post-Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contamination in Distribution</td>
<td>• Stress public health system</td>
<td>• Low security</td>
</tr>
<tr>
<td>Chain of Emergency Relief</td>
<td>• Increase media coverage</td>
<td>• New distribution mechanisms without clarified roles</td>
</tr>
<tr>
<td></td>
<td>• Further destabilization</td>
<td></td>
</tr>
<tr>
<td>Bomb threats or CBW Hoax</td>
<td>• Panic</td>
<td>• High alert of the public</td>
</tr>
<tr>
<td></td>
<td>• Stress public health system</td>
<td>• Weakened emergency response capabilities</td>
</tr>
<tr>
<td></td>
<td>• Increase media coverage</td>
<td>• Overloading of hospitals and health care infrastructure</td>
</tr>
</tbody>
</table>

Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.

HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)

The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.
I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today’s connected world.

III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.
These suggested items are not intended to replace a company’s or facility’s Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
- Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID’s/passwords).
- Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.

Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED’s, and controllers associated with the system under control prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.

- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.

- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to by-pass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.

- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.

- Ensure hardware has current firmware (with security updates) installed.

- Ensure systems are set to fail in a “safe” mode.

- Ensure hardware is configured in compliance with established security policies and procedures.

- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

**Verify Software**

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.

- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).

- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
  - Patch and test any new systems or components that will be installed.
  - Test that anti-virus software will not impact control system performance.

- Ensure systems are set to fail in a “safe” mode.

- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.

- Systems should be secured before being attached to a network. Software downloads should be performed from systems “trusted” to be secure.
Secure Remote Support

- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
  - If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.
  - Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.
  - Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

Secure Communication Paths

- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.

- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.

- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cyber security measures are implemented.

- If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.

- Secure control network internal communications.
- Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.
Safely and Securely Start Control Processes

- Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.

- Ensure safety systems are in place and operating properly before attempting to restart control process.

- Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.

- If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.

- Restart process.
  - Put extra eyes on watching safety and control system displays during restart.
  - Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything “checks-out” OK, establish necessary external communications securely as described in section on “Secure Communication Paths.”

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CCSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA’s), Sector Coordinating Councils, and sector ISACs to provide status and share information, lessons learned, and data that can be utilized to develop timely situational awareness on the health of critical infrastructure sectors in the areas impacted by the hurricane.
DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

FEDERAL EMERGENCY RELIEF PROCESS
(The following information is provided by APTA)

Basic Process
- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.
- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. It is this request which must discuss the needs and efforts of the transit system. The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.
- FEMA staff reviews the Governor's request and makes recommendation to the President on request.
- The President makes a determination granting or denying the request in whole or part.
- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.
- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

What Can Transit Do To Be Included
- As early as possible during the situation, contact the Governor’s office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the Governor’s request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.
- During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include “other state agencies... as needed”. If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.
• If the original Governor's request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional/supplementary assistance within 30 days of the termination of the incident or the Declaration, whichever is later. Contact the Governor’s office and try to have them make a supplementary request.

• If the original Governor’s request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor’s office and try to get an appeal of an adverse decision.

• It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state’s Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
HART’s EOC Representative E-mail Group for Hurricane Status Updates
Chief Financial Officer Telephone Contact Tree
Marketing & Communications Telephone Contact Tree
Chief Operating Officer Telephone Contact Tree
Director of Maintenance Telephone Contact Tree
Risk and Environmental Safety Telephone Contact Tree
ATTACHMENT M – MEMORANDUM OF UNDERSTANDING FROM USF

HART
Hillsborough Area Regional Transit Authority
1201 E. 7th Avenue • Tampa, Florida 33603
(813) 223-6831 + fax (813) 223-7976 + www.go-HART.org

May 8, 2013

Ms. Judy Genshaft
President
University of South Florida
4202 E. Fowler Avenue
Tampa, Florida 33620

Dear President Genshaft:

The Hillsborough Transit Authority (a.k.a. HART) has developed an Emergency Preparedness Plan as members of the Hillsborough County Emergency Operations Center. During an emergency, it may become necessary to divert HART’s fleet of buses and support vehicles to several alternate locations in order to assure that the Authority can maintain an adequate number of vehicles to meet the transportation needs of the community.

HART is seeking approval to stage 40 to 50 buses/support vehicles in an identified and authorized parking area on USF property. During the emergency, such as a hurricane, the HART vehicles would be staged in the USF identified parking area for the duration of the storm. In the event of an emergency requiring the relocation of HART vehicles to USF property, a HART representative will contact the University Police Dispatch Center at (813) 974-2628 to begin the coordination of activities.

HART will take care not to harm or damage USF property and will accept liability for any property damage caused by its vehicles up to the limits stated in FS 768.28. HART is a self-insured State chartered entity for general liability exposures. A Certificate of Liability Insurance is attached.

As agreed by both parties (2) two additional provisions are included in this Memorandum of Understanding (MOU); (1) the agreement has a term of one year from the date of signature, and may be renewed for additional one year periods by the mutual agreement of the parties. (2) this agreement can be terminated by either party providing 30 days written notice.

HART hopes to continue a long and lasting relationship with USF, and appreciates the support and assistance provided. If there are any questions regarding this matter, please feel free to contact me at (813) 384-6622.

Sincerely,

Rickey Kendall
Risk & Environmental Safety Manager
Hillsborough Transit Authority

Through this Memorandum of Understanding, I agree to allow the Hillsborough Transit Authority in the event of an emergency (hurricane or storm) to use an area identified by USF as a Staging area.

BY: Sandy Luns
DATE: 5/15/13

Approved as to Form and Legal Sufficiency

Henry W. Lavandera
Attorney USF
Exhibit 1 – FEMA Flood Hazard Zone Map

<table>
<thead>
<tr>
<th>Location</th>
<th>Hurricane CAT Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ybor Office</td>
<td>0</td>
</tr>
<tr>
<td>21St</td>
<td>0</td>
</tr>
<tr>
<td>Yukon</td>
<td>0</td>
</tr>
<tr>
<td>Netpark</td>
<td>0</td>
</tr>
<tr>
<td>UATC</td>
<td>0</td>
</tr>
<tr>
<td>MTC</td>
<td>4</td>
</tr>
<tr>
<td>Northwest</td>
<td>3</td>
</tr>
</tbody>
</table>
Hillsborough County evacuation map and shelters

Evacuation levels
- Level A: Evacuate red and orange areas and all mobile homes.
- Level B: Evacuate red, orange, and yellow areas and all mobile homes.
- Level C: Evacuate red, orange, yellow, and green areas and all mobile homes.
- Level D: Evacuate red, orange, yellow, green, and purple areas and all mobile homes.

During an evacuation, HART offers transportation assistance to people needing transportation to shelters. Information on these routes may be found at HillsboroughCounty.org/emergency or by calling the Hillsborough Sheriff's Office at (813) 247-8800.

**Shelters listed will open for storms at the lower end of the intensity scale.**

- Low-intensity shelters*
  - Northwest Hillsborough
  - North County
  - South County
  - West County

- Moderate-intensity shelters
  - Central Hillsborough
  - East Hillsborough
  - South Hillsborough

- High-intensity shelters
  - Central Hillsborough
  - East Hillsborough
  - South Hillsborough

* Shelters listed will open for storms at the lower end of the intensity scale.

** In addition to these shelters, all pets are welcome at any level of evacuation in designated pet-friendly locations.

Pet-friendly shelter
- The Shelter at Plant City

For more information, please visit HillsboroughCounty.org/emergency or call the Hillsborough County Emergency Management office at (813) 247-8800.
### Exhibit 3 - Alternate Site Vehicle Parking Log

**HURRICANE ALTERNATE SITE**  
**VEHICLE PARKING LOG**

<table>
<thead>
<tr>
<th>DATE</th>
<th>UNIT#</th>
<th>OPERATOR</th>
<th>PR#</th>
<th>TIME DEPARTING BASE</th>
<th>TIME RETURNED TO BASE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

SUPERVISOR: ____________________________  LOCATION: ______________________
Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: __________________ Name: __________________ PR#: __________________

On Time: __________________ Off Time: __________________ Total Hours: ____________

Vehicle #: __________________ Beginning Mileage: ____________ Ending Mileage: ____________

Narrative of Assignment:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

HART

Staff Post-Hurricane Assignment Card

Date: __________________ Name: __________________ PR#: __________________

On Time: __________________ Off Time: __________________ Total Hours: ____________

Vehicle #: __________________ Beginning Mileage: ____________ Ending Mileage: ____________

Narrative of Assignment:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

HART

Vehicle - Equipment Usage Card

Date: __________________ Name: __________________ PR#: __________________

Vehicle #: __________________ Beginning Mileage: ____________ Ending Mileage: ____________

On Time: __________________ Off Time: __________________ Total Hours: ____________

Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid

Type of Vehicle or Equipment:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

HART
Operators Pre-Hurricane Evacuation Card

Date: __________ Name: __________________________ PR# __________

Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________

On Time: __________ Off Time: __________ Total Hours: __________

Route: __________ Destination: __________________________

# of Passengers: __________ # Wheelchair Patrons: __________

Special Instructions: ________________________________________________


Operators Post-Hurricane Evacuation Card

Date: __________ Name: __________________________ PR# __________

Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________

On Time: __________ Off Time: __________ Total Hours: __________

Route: __________ Destination: __________________________

# of Passengers: __________ # Wheelchair Patrons: __________

Special Instructions: ________________________________________________
Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Exhibit 6 – Map of USF Campus

MAP OF UNIVERSITY OF SOUTH FLORIDA CAMPUS

DETAIL OF PARKING SECTION 43
Exhibit 7 – Emergency Evacuation Routes and Maps
**Route # A**  
**Davis Isl. / Florida Ave. to Pizzo Elementary**  
**USF Shelter # 11**

**ROUTING**  
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)  
Starting Point-----Baltic and Davis Blvd.  
Proceed south on W. Davis around to  
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)  
onto Plant Ave. to a  
L. on Brorein (turns into Cleveland) to a  
R. on So. Boulevard (over bridge) to a  
R. on Palm Ave. to a  
L. on Florida Ave. to a  
R. on Fowler Ave to a  
L. into USF at Bull Run (overhead crosswalk to MOSI) to a  
R. just past the school on your right  
Follow signs to school bus pick up point.

**DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR**  
Exit school to a  
R. on 50th St. to a  
R. on Fowler to a  
L. I-275 southbound  
Exit at downtown and report  
To downtown supervisor.

**STATISTICAL INFORMATION**  
Miles from Start to Drop Off.------  
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)  
Trip #1______Trip #4______Trip #7______  
Trip #2______Trip #5______Trip #8______  
Trip #3______Trip #6______Trip #9______

**STATISTICAL INFORMATION**  
- Passenger count - use Key #3 to count pick-ups along route to the shelter.  
- Total number of trips – outbound and inbound – must be counted.  
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

**PUBLIC INFORMATION**  
- Evacuation bus service is FREE of charge.  
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
- No weapons, alcohol or flammable material will be allowed on bus shelters  
- One (1) carryon bag allowed per person.  
- Food will be provided by the Red Cross.

*Updated 4/30/08*
Route # B  
Nebraska Ave. to Pizzo Elem. School  
Shelter #11

ROUTING
Starting Point----22nd St. @ Maritime Blvd.  
Proceed North on 22nd St. to a  
L. on Corrine St. to a  
R. on 20th St. turns into 22nd St. to a  
L. on 4th Ave. to a  
R. on 15th St. to a  
L. on 7th Ave. to a  
L. on Nuccio to a  
Left on Nebraska Ave. to a  
R. on Kennedy Blvd. to a  
L. on Pierce St. to a  
R. on Whitting St. to a  
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan /Harrison) to a  
L. on Marion St. to a  
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)  
L. on Nebraska Ave. to a  
R. on Skipper Rd. to a  
R. on Bearss Ave. to a  
R. on B. B. Downs to a  
L. on Fowler Ave. to a  
L. on Bull Run to a  (Pedestrian overhead crosswalk to MOSI)  
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a  
R. on Fowler Ave. to a  
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off------  
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)  
Trip #1______Trip #4______Trip #7______  
Trip #2______Trip #5______Trip #8______  
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.  
- Total number of trips – outbound and inbound – must be counted.  
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.  
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
- No weapons, alcohol or flammable material will be allowed on bus shelters  
- One (1) carryon bag allowed per person.  
- Food will be provided by the Red Cross.
ROUTE #C
22nd St. Causeway to Doby Elem. School
Shelter #54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_______ Trip #4_______ Trip #7_______
Trip #2_______ Trip #5_______ Trip #8_______
Trip #3_______ Trip #6_______ Trip #9_______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross

Updated 4/30/88
ROUTE # D
MacDill Credit Union
(Central Peninsular) / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point-----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
R. Gunn Hwy.
R. on Citrus Pointe Dr.
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 5/10/11
ROUTE #E
Port Tampa-West Shore
Middleton High School
Shelter# 5

ROUTING
Starting Point----Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxR crossing -Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route #E Map
Route #F
Town n’ Country / Pizzo Elementary
Shelter # 11

ROUTING
Starting Point-----Memorial Hwy. & George Rd.
West on Memorial Hwy.
Stay to the Right to Sheldon Rd. after Hillsborough Ave
R. on Waters Ave.
L. on 20th St. to a
R. on Skagway to a
L. on 22nd St. to a
L. on Fowler Ave. to a
R. on 15th St. to a
R. on 131st Ave. to a
R. on 30th St. to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. I-275 southbound to a
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # F Map
Route # G
MacDill to Middleton High School
(Shelter – 5)

ROUTING
Starting Point---------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 _______Trip #4 _______Trip #7 _______
Trip #2 _______Trip #5 _______Trip #8 _______
Trip #3 _______Trip #6 _______Trip #9 _______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd. (M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. -----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4 ______ Trip #7______
Trip #2______Trip #5______ Trip #8______
Trip #3______Trip #6 ______ Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # H Map

ROUTE “H”

Operator Routing to Red Cross Shelter

Official Evacuation Routing
**Route #1**

**West Tampa Peninsular / Sgt. Smith Middle School**

**Shelter # 8**

**ROUTING**

Starting Point-------Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Sheldon Rd.
R. Gunn Hwy.
R. on Citrus Pointe Dr
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

**DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR**

Exit school to a
L. on Gunn Hwy
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

**STATISTICAL INFORMATION**

Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)

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**STATISTICAL INFORMATION**

- Passenger count - use Key #3 to count pick-ups along route to the shelter.
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- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

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- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

*Updated 5/10/11*
Route #1 Map
Route #J
Town n' Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd. ( just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BYSUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough--------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
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PUBLIC INFORMATION
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- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # J Map
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STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY
HURRICANE EMERGENCY PLAN

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ORIGINATED BY: Dale Smith, Manager of Facilities

REVIEWED BY: David Kelsey, Safety and Security Administrator

APPROVED BY: Ruthie Reyes Burckard, Interim Chief Operating Officer

DATE: 6-24-14
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Exhibit 5 – Map of Emergency Shelter Locations ..................................................78
Exhibit 6 – Map of USF Campus ..............................................................................80
Exhibit 7 – Emergency Evacuation Routes and Maps ..............................................81
1. **SCOPE**

This Standard Operating Procedure (SOP) pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

2. **PURPOSE**

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities.

3. **ABBREVIATIONS / DEFINITIONS**

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>DOM</td>
<td>Director of Maintenance</td>
</tr>
<tr>
<td>COO</td>
<td>Chief Operating Officer</td>
</tr>
<tr>
<td>MOF</td>
<td>Manager of Facilities</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
</tr>
<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
</tr>
<tr>
<td>TCC</td>
<td>Transportation Command Center</td>
</tr>
<tr>
<td>MCC</td>
<td>Maintenance Command Center</td>
</tr>
<tr>
<td>Plan</td>
<td>Hurricane Emergency Plan</td>
</tr>
<tr>
<td>CCC</td>
<td>Central Command Center</td>
</tr>
<tr>
<td>USF</td>
<td>University of South Florida</td>
</tr>
<tr>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>IS</td>
<td>Information Systems</td>
</tr>
</tbody>
</table>

4. **REFERENCES**

The Saffir/Simpson Hurricane Scale

National Weather Service
5. FORMS

Staff Pre-Hurricane Assignment Card
Staff Post-Hurricane Assignment Card
Operators Pre-Hurricane Evacuation Card
Operators Post-Hurricane Evacuation Card
Vehicle – Equipment Usage Card
Vehicle Parking Locator

6. REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

Generators
Purchase sufficient amounts of fuel - fuel all vehicles
Flashlights/Lanterns/Batteries
Drinking Water
First aid supplies
Portable radio with batteries
Coolers
Heavy-duty rain gear (jackets, pants, knee-high boots)
Sandbags, plastic sheeting, masking tape, plywood, lexan
Toilet paper
Duct tape and large thick- ply garbage bags – to be used to cover and protect fare boxes
and radios on all transit vehicles.

7. PROCEDURE

On or about April 1 of each year, the COO and the MOF will initiate the annual
recruitment of HART personnel for the HART Emergency Response Team. The list of
voluntary and required team personnel will be in place and submitted to the COO by
June 1.

Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1 of
each year to determine changes that must be made. Information will be sent to the
Document Control Librarian no later than May 15.

On May 1 of each year, the MOF shall have maintenance personnel evaluate all
facilities and structures for suitability. A final report shall be made and submitted to the
DOM and COO by May 21. This report will include any issues that may impact the
ability of the facilities and structures to withstand hurricane conditions.

On May 1 of each year, the DOM and the MOF will review the Equipment Checklist and
assure that all necessary emergency equipment is procured by May 31.
See the table below for specific dates and tasks that are required on an annual basis. While there is always some leeway in the dates each task is undertaken, all tasks should be completed prior to the active period of the hurricane season.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TASK</th>
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</thead>
<tbody>
<tr>
<td>April 1</td>
<td>Administrative staff begins review of Hurricane Emergency Plan</td>
</tr>
<tr>
<td>May 1</td>
<td>Evaluation of facilities &amp; structures completed. FEMA cards distributed to department managers.</td>
</tr>
<tr>
<td>May 1</td>
<td>COO &amp; MOF to review Equipment Checklist and proceed with any required procurement process</td>
</tr>
<tr>
<td>May 15</td>
<td>Changes to information within Hurricane Emergency Plan to be sent to Document Control Librarian for processing</td>
</tr>
<tr>
<td>May 15</td>
<td>Copy of Plan sent to key personnel for review &amp; comment prior to June 1</td>
</tr>
<tr>
<td>May 21</td>
<td>MOF to submit evaluation of facilities &amp; structures report to DOM and COO</td>
</tr>
<tr>
<td>May 31</td>
<td>All required equipment should be procured and on property</td>
</tr>
<tr>
<td>June 7</td>
<td>Copy of Plan sent to Chiefs for review and comment prior to briefing</td>
</tr>
<tr>
<td>Prior to June 15</td>
<td>DOM to conduct briefing on the Hurricane Emergency Plan to CEO and Executive Staff</td>
</tr>
</tbody>
</table>

7.1 Executive Staff

A. On June 15 of each year, the COO will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified and designated for each department.
2. A review of the "Information to Be Updated Yearly" checklist will be conducted for annual assignment of responsibilities.
3. Each employee will review and clarify his or her assignment functions and responsibilities.
4. A copy of the Plan will be sent to all Chiefs for review prior to the June 15 briefing.
5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 15.

B. Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional emergency procedures will be identified as they pertain to the individual departments.
7.2 Managers

A. Ensure that all department personnel are familiar with and have reviewed the Plan.
B. Initiate annual voluntary "sign-up" of employees for the ERT.
C. Identify supervisory personnel who will be assigned to the ERT.
D. Coordinate assignment of all ERT members.
E. Identify areas to safely store equipment (i.e.: staff vehicles, vans, buses, streetcars).
F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).
G. Coordinate emergency purchasing agreements with Purchasing Department (onsite and offsite fuel).
   1. Offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, 8509 E Martin Luther King/Hwy 301, Tampa FL, 33610.
H. Ensure the availability of petty cash on hand (minimum $1,000).
I. Coordinate with the EOC regarding the status of emergency operations.
J. Coordinate with HART PIO for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #’s).
K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.
L. Address onsite and offsite security issues.
M. Contact contract security services.
N. Contact all offsite emergency vehicle storage sites to secure MOUs.
O. Ensure that safety procedures are in place, practiced and maintained by all personnel.
P. Prepare and update list of buses and vans most suitable for EOC evacuation and HART service.

7.3 Chief Executive Officer

A. By June 15 of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

8. GENERAL INFORMATION

There are four emergency power generators at the 21st Avenue facility. The administration building has emergency backup power provided by a 450Kw Kohler generator with a 1,000 gallon fuel tank. The preventive maintenance building has emergency backup power provided by a 125Kw Caterpillar generator with a 400 gallon
fuel tank. The heavy maintenance building has an 80Kw Baldor generator with a 203 gallon fuel tank that provides emergency power to the fuel lane, maintenance supervisors' office, roof mounted ventilation fans and the CNG gas detection panel. The CNG fueling station has emergency backup power provided by a 1600Kw Baldor generator with a 7,000 gallon fuel tank. This generator will provide power for the continuous operation of the CNG fueling station to fill CNG vehicles for 90 run hours. During a power outage the emergency lights in the offices and hallways of all buildings may stay on for approximately 25 minutes from the time they are first activated.

Once a Hurricane Warning goes into effect, it is imperative to assure that all HART vehicles are fueled to "full", the 21st Avenue fuel storage tanks are filled to maximum capacity, and arrangements are made throughout the hurricane season for offsite fueling locations.

In the event that the fuel pumping system goes down and we need to exercise the offsite emergency fuel plan, first contact the following Facilities personnel to report the problem:

1. Technician on call 813-309-0255
2. Master Facilities Technician 813-309-1604
3. Manager of Facilities 813-526-1302

After contacting the correct personnel, please call the Manager of Fleet Maintenance at 813-394-6087. Once all appropriate calls have been made, vehicles should be taken off property to be fueled for the duration of the outage.

The offsite diesel fuel for transit vehicles is only to be purchased at Efficiency Enterprises of Tampa, 8509 E Martin Luther King/Hwy 301, Tampa FL, 33610.

HART leases four (4) satellite telephones for use during prolonged telephone service outages. COO will direct the distribution of the satellite phones as follows:

1. CEO
2. DOM
3. COO
4. Dispatch

In addition to having individual / specialized departmental procedures, each department should also submit an ERT volunteer list for those staff members who are willing to assist at the 21st Avenue and Ybor City facilities.

9. INFORMATION TO BE UPDATED YEARLY

1. Detailed Individual Departmental Procedures
2. Equipment and Supplies Inventory
3. HART Voluntary Hurricane Emergency Response Team Lists
4. EOC Emergency Routing and Maps
5. Hurricane Disaster Shelter List
6. Dedicated Hurricane Bus and Van List
7. Vehicle Dispersal Plan
8. Dispatch 24 hour Coverage and Personnel Schedule
9. Customer Service Personnel Schedule
10. Media Fax Numbers for Public Outreach
11. Disabled Clients / Agencies / Organizations Lists
12. Walkie-Talkie List
13. Contracts, MOUs, MOAs

10. ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

10.1 Boarding and Securing Facilities

A. Prior to the direct strike of a hurricane, the MOF will ensure that the following safety precautions have been met at all HART facilities:

2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
3. Disconnect and, if necessary, relocate all computerized equipment.
4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
5. Where possible, move all items away from windows.
6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. The filing cabinet will be covered with plastic sheeting, taped, and left in the room.
7. All office equipment, including computers, should be placed on a solid object at least two feet above the floor. They shall be covered in plastic sheeting and taped.
8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.
B. Facilities maintenance personnel must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.

10.2 Information Technologies (IT)

A. Backup all computer data to one or more sources.

10.3 Fleet Movement

For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.

Hurricane Vehicle Dispersal Plan

Fixed Route

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<thead>
<tr>
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<th>Asset Type</th>
<th>Quantity</th>
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<tbody>
<tr>
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<td>Big Bus</td>
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<tr>
<td>1000 Fleet</td>
<td>Big Bus</td>
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<tr>
<td>2600 Fleet</td>
<td>Big Bus</td>
<td>12</td>
</tr>
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<td>2400 Fleet</td>
<td>Hybrid Bus</td>
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Yukon

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<tr>
<td>2700 Fleet</td>
<td>Trolley</td>
<td>3</td>
</tr>
<tr>
<td>2300 Fleet</td>
<td>Small Bus</td>
<td>10</td>
</tr>
<tr>
<td>2300 Fleet</td>
<td>Big Bus</td>
<td>13</td>
</tr>
<tr>
<td>2200 Fleet</td>
<td>Small Bus</td>
<td>10</td>
</tr>
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</table>

21st Avenue

<table>
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<th>Asset Type</th>
<th>Quantity</th>
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</thead>
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<td>Big Bus</td>
<td>30</td>
</tr>
<tr>
<td>2500 Fleet</td>
<td>Big Bus</td>
<td>12</td>
</tr>
<tr>
<td>2400 Fleet</td>
<td>Big Bus</td>
<td>18</td>
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<td>2200 Fleet</td>
<td>Big Bus</td>
<td>10</td>
</tr>
<tr>
<td>2100 Fleet</td>
<td>Big Bus</td>
<td>11</td>
</tr>
</tbody>
</table>

Total 187

A. Once this process is activated, Maintenance and Operations will work together to determine the need to move HARTPlus vehicles, and any non-revenue vehicles to the offsite Yukon and USF locations.
B. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.

11. EMPLOYEE NOTIFICATION PROCESS

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

11.1 Pre-Storm

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.

B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.

1. The work status of all Maintenance and Facilities personnel will be determined by the DOM.

2. The DOM, or designee, will determine the work status of all fleet maintenance employees.

3. The appropriate Chiefs will determine the work status of all other HART personnel.

4. A transportation briefing room will be set up in the administration building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. The Dispatch Hotline number is (813) 384-6372 or 813-626-3548. If this number is unavailable, call (813) 309-0692.

E. All Maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT Maintenance personnel
will be relieved first. All Maintenance personnel, once relieved of duty are to call the maintenance line daily at (813) 384-6415 at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.

F. Employees are required to notify either Dispatch or Maintenance in the event of an emergency evacuation or relocation and leave a contact phone number.

11.2 Post-Storm

A. All HART personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. If you are unsure of your status call the Dispatch Hotline number at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

F. Non-essential personnel will be assigned to emergency support functions on an “as needed” basis.

G. Post hurricane operations will deal primarily with the following priorities:
   1. Recovery - Damage assessment (facilities, vehicles, and property)
   2. Communication - Call back/contact of HART personnel
   3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief’s briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART departments. The CCC will be located in the 21st Avenue main conference room. All Chiefs and Directors will receive their instructions at this location.

J. The TCC will be located in dispatch and the MCC will be in the maintenance conference room.
12. HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
<table>
<thead>
<tr>
<th>Name</th>
<th>Area Code</th>
<th>Cell #</th>
<th>Department</th>
<th>Position</th>
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<tbody>
<tr>
<td>Amaro, Vasti</td>
<td>813</td>
<td>309-0692</td>
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<td>Interim Director of Van Operations</td>
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<td>Acevedo, Miguel</td>
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<td>Safety &amp; Training</td>
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<td>Chenevert, Dara</td>
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<td>309-0301</td>
<td>Human Resources</td>
<td>Manager of Human Resources</td>
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<td>309-1614</td>
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<td>Retail Sales</td>
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<td>Capital Planning &amp; Development</td>
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<td>De Armas, Louis</td>
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<td>Title/Role</td>
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<td>309-1029 Community Relations</td>
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# ATTACHMENT B – GENERAL HURRICANE INFORMATION

## 1.0 NAMES FOR ATLANTIC STORMS

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<td>Whitney</td>
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Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
HART priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County’s entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 **HURRICANE SCALE**

Storm size or force is based on the Saffir/Simpson Hurricane Scale. In 2012, the Scale underwent a minor modification in order to resolve awkwardness associated with conversions among the various units used for wind speed in advisory products. The change broadens the Category 4 wind speed range by one (1) mph at each end of the range, yielding a new range of 130-156 mph. This scale defines five categories as follows:

2.1 The Saffir-Simpson Hurricane Scale

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<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage.</td>
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<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
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<tr>
<td>Three</td>
<td>111-129 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>130-156 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains</td>
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18
2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

2.2.1 Hurricane Watch

HART will ready the Hurricane Emergency Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the EOC announces a Hurricane Watch for Hillsborough County, the HART EOC contact will notify the COO. The COO, after approval of the CEO, will initiate the HART Hurricane Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 19) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 39 mph, HART will cancel all paratransit and streetcar services.

2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Bus Operations shall continue until winds reach 35 mph or above, as directed by the CEO or his/her designee.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
- HART Executive management will advise HART employees when to report to work.
- All ERT personnel will be advised to be on standby for the hurricane.
- Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.
- Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.
- Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation

A. Level 0 - Routine. Normal service, regular operational mode.
B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.
C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.
D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.
E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.
F. Level 5 - Full Emergency Status. The HART 21st Avenue facilities expected to take direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY

Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.
Bulletin: Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.

Gale Warnings: A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.

Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

Hurricane Center or "Eye": The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

Hurricane Warning: A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a Hurricane Warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

Hurricane Force Winds: Winds of 74 MPH (64 knots) and higher.

Hurricane Watch: An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane Watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A Hurricane Watch implies the possibility of dangerous conditions within 24-48 hours.

Latitude: The distance north or south of the equator, measured in degrees along the median.

Longitude: The distance east or west of Greenwich, measured in degrees.

Squall: A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

Storm Surge: The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.
Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning. Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.

Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions

A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
B. Activation may be accelerated based on weather updates.
C. Members should prepare for rapidly changing situations.
D. Members will support numerous functions.

4.2 Team Planning Assumptions

A. HART base radio communications could become disabled.
B. All phone services could be disrupted, overloaded.
C. Roads may not be passable.
D. The ability to communicate with the EOC and our own team members may be impaired.
E. Confusion will abound.
F. Coordinators may find it difficult to coordinate team response.
G. Some team members may leave the area before the impact of the disaster.
H. Electricity, water and other public works may be disrupted.
I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION

The PIO, or designee, shall prepare information to advise HART customers of service based on data reports received from the EOC. The PIO shall prepare releases and submit these to the EOC Media Relations staff for distribution. The PIO may also work
with the EOC to assist in distributing HART employee information. For more information about this procedure, see Attachment J – External Communications and Internal Communications.

6.0 EMERGENCY SHELTERS

The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.

HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 HURRICANE OPERATIONS

Once actual hurricane conditions exist, all HART services and facilities will be shut down subject to direction of the CEO or his/her designee.

8.0 DAMAGE ASSESSMENT/SURVEY

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the CEO and COO. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, stations and sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 RECOVERY OPERATIONS

Recovery is that phase of a disaster which occurs after emergency needs have been met, the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART employees and the community to return to some semblance of normal operations and normal life as soon as possible.
# ATTACHMENT C – BOARD MEMBER CONTACTS

## CITY OF TAMPA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Email</th>
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<tbody>
<tr>
<td>Bryan L. Crino</td>
<td>Skyway Capital Partners 100 N Tampa St., Ste 3550 Tampa, FL 33602</td>
<td>813-318-9600</td>
<td>01-29-2015</td>
<td><a href="mailto:kcrino@skywaycapital.com">kcrino@skywaycapital.com</a></td>
</tr>
<tr>
<td>Fran DeVin</td>
<td>8608 Snowy Owl Way Tampa, FL 33647</td>
<td>813-977-0032</td>
<td>10-31-2014</td>
<td><a href="mailto:fdevin1@verizon.net">fdevin1@verizon.net</a></td>
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<tr>
<td>Councilman Mike Suace, Chair</td>
<td>City of Tampa 315 E. Kennedy Blvd. Tampa, FL 33609</td>
<td>813-774-7012</td>
<td>03-31-2015</td>
<td><a href="mailto:lorenob.wardwick@tempeer.com">lorenob.wardwick@tempeer.com</a>, <a href="mailto:lorenaharding@gmail.com">lorenaharding@gmail.com</a></td>
</tr>
</tbody>
</table>

## HILLSBOROUGH COUNTY REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissioner Kevin Beckner</td>
<td>Hillsborough County BOC 3 P.O. Box 1110 601 E. Kennedy Blvd., Second Floor Tampa, FL 33602</td>
<td>813-272-5170</td>
<td>11-2014</td>
<td><a href="mailto:kbeckner@hillsboroughcounty.org">kbeckner@hillsboroughcounty.org</a>, Holly East</td>
</tr>
<tr>
<td>Wallace Bowers</td>
<td>Bowers Realtor 4022 S. 94th St. Tampa, FL 33619</td>
<td>813-677-4111</td>
<td>10-31-2014</td>
<td><a href="mailto:wallace.bowers1@verizon.net">wallace.bowers1@verizon.net</a></td>
</tr>
<tr>
<td>Commissioner Sandra Murman</td>
<td>Hillsborough County BOC 3 P.O. Box 1110 601 E. Kennedy Blvd., Second Floor Tampa, FL 33602</td>
<td>813-272-5470</td>
<td>11-2014</td>
<td><a href="mailto:cmurman@hillsboroughcounty.org">cmurman@hillsboroughcounty.org</a>, Della Curry</td>
</tr>
<tr>
<td>Commissioner Mark Sharpe</td>
<td>Hillsborough County BOC 3 P.O. Box 1110 601 E. Kennedy Blvd., Second Floor Tampa, FL 33602</td>
<td>813-272-5735</td>
<td>11-2014</td>
<td><a href="mailto:dalmaree@hillsboroughcounty.org">dalmaree@hillsboroughcounty.org</a>, Sandra Chao, Eric Larson</td>
</tr>
<tr>
<td>Dr. Steven Polzin, Vice Chair</td>
<td>Health Center for Urban Transportation Research 4202 E. Fowler Ave. C U 100 Tampa, FL 33627</td>
<td>813-974-8049</td>
<td>10-31-2014</td>
<td><a href="mailto:polzin@cutr.usf.edu">polzin@cutr.usf.edu</a></td>
</tr>
</tbody>
</table>

## STATE OF FLORIDA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joshua Burgin</td>
<td>Halltec USA Corp 605 W Tector Street Plant City, FL 33563</td>
<td>813-481-9613</td>
<td>10-31-2015</td>
<td><a href="mailto:josh.burgin@gmail.com">josh.burgin@gmail.com</a></td>
</tr>
<tr>
<td>Carlos &quot;John&quot; Melendez</td>
<td>AREHNA, Engineering, Inc. 5012 W. Leona Street Tampa, FL 33609</td>
<td>813-944-3464 (office) 813-882-7599 (cell)</td>
<td>10-31-2015</td>
<td><a href="mailto:Johnhartbeard@gmail.com">Johnhartbeard@gmail.com</a></td>
</tr>
</tbody>
</table>

## CITY OF TEMPLE TERRACE REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Term Expires</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councilman Eddie Vance, Secretary</td>
<td>City of Temple Terrace 11250 North 58th Street Temple Terrace, FL 33617</td>
<td>813-306-8440</td>
<td>10-31-2014</td>
<td><a href="mailto:evance@templeterrace.com">evance@templeterrace.com</a></td>
</tr>
</tbody>
</table>

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# ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES-2014

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura White</td>
<td>United Cerebral Palsy</td>
<td>813-239-1179 X-4148</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2215 E Henry Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33610</td>
<td>813-237-3391</td>
<td><a href="mailto:lwhite@coopplan.org">lwhite@coopplan.org</a></td>
</tr>
<tr>
<td>Sheryl Brown or Judy Brannon</td>
<td>Tampa Lighthouse for the Blind</td>
<td>813-251-2627</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1106 W Platt St</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33606</td>
<td>813-254-4305</td>
<td><a href="mailto:sheryl.brown@tampalighthouse.org">sheryl.brown@tampalighthouse.org</a></td>
</tr>
<tr>
<td>Mille Busc or Michael Levine</td>
<td>Enhanced Parent Involvement FDLRS Employment Specialist</td>
<td>813-837-7777</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4210 W Bay Vita Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33611</td>
<td>813-837-7733</td>
<td><a href="mailto:mille.busc@sdhc.k12.fl.us">mille.busc@sdhc.k12.fl.us</a> or.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:michael.levine@sdhc.k12.fl.us">michael.levine@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Brenda Rusch</td>
<td>Self Reliance, Inc.</td>
<td>813-375-3665</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8001 N Armenia Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33604</td>
<td>813-375-3670</td>
<td><a href="mailto:brusch@self-reliance.org">brusch@self-reliance.org</a></td>
</tr>
<tr>
<td>Bonnie Jean Paulish</td>
<td>Tampa Bay Performing Arts Ctr</td>
<td>813-222-1062</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1010 N Massey Place</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33602</td>
<td>813-222-4597</td>
<td><a href="mailto:bonniejean.paulish@strazcenter.org">bonniejean.paulish@strazcenter.org</a></td>
</tr>
<tr>
<td>Jacque LaFrance</td>
<td>West Central Florida Area</td>
<td>813-676-5580</td>
<td></td>
</tr>
<tr>
<td>Francine Hazel</td>
<td>Agency of Aging</td>
<td>Fax</td>
<td></td>
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<tr>
<td></td>
<td>5005 Breckenridge Pkwy, Ste F</td>
<td>813-676-5564</td>
<td><a href="mailto:jacqueelefrance@aginflorida.com">jacqueelefrance@aginflorida.com</a> or</td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33610</td>
<td>Fax</td>
<td><a href="mailto:francine.hazel@aginflorida.com">francine.hazel@aginflorida.com</a></td>
</tr>
<tr>
<td>Sharon Doty</td>
<td>West Coast Brace &amp; Limb</td>
<td>813-685-5060</td>
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</tr>
<tr>
<td></td>
<td>5311 E Fletcher Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33617</td>
<td>813-685-4499</td>
<td><a href="mailto:sharon@wcbi.com">sharon@wcbi.com</a></td>
</tr>
<tr>
<td>Joann Martinez-Rivera</td>
<td>Disability Rights Florida</td>
<td>850-488-9071 X-9703</td>
<td></td>
</tr>
<tr>
<td></td>
<td>640 N Ashley Dr, Ste 840</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33602</td>
<td>850-488-8640</td>
<td><a href="mailto:joannmartinezrivera@disabilityrightsflorida.org">joannmartinezrivera@disabilityrightsflorida.org</a></td>
</tr>
<tr>
<td>Louise Peyton</td>
<td>Division of Blind Services</td>
<td>813-671-7190</td>
<td></td>
</tr>
<tr>
<td></td>
<td>415 S Armenia Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33609</td>
<td>813-671-7161</td>
<td><a href="mailto:louise.peyton@obs.flcc.org">louise.peyton@obs.flcc.org</a></td>
</tr>
<tr>
<td>Mary Malone</td>
<td>St. Pete Times Forum</td>
<td>813-301-4782</td>
<td></td>
</tr>
<tr>
<td></td>
<td>401 Channelside Dr</td>
<td>Cell: 813-352-9101</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33602</td>
<td>Fax</td>
<td><a href="mailto:marline@stpetetimesforum.com">marline@stpetetimesforum.com</a></td>
</tr>
<tr>
<td>Emily Cimino</td>
<td>Hillsborough County School Board</td>
<td>813-637-7777</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4210 W Bay Villa Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33611</td>
<td>813-637-7702</td>
<td><a href="mailto:emily.cimino@sdhc.k12.fl.us">emily.cimino@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Ross Glarmon</td>
<td>Angel's Unaware</td>
<td>813-961-1159</td>
<td></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 270340</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33688</td>
<td>813-265-1655</td>
<td><a href="mailto:acedr@accd.com">acedr@accd.com</a></td>
</tr>
<tr>
<td>Zerk Bray</td>
<td>Sunrise Community</td>
<td>813-630-7823</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3714 W Kirby Street</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33614</td>
<td>813-632-7011</td>
<td><a href="mailto:zbray@suncoastgroup.com">zbray@suncoastgroup.com</a></td>
</tr>
<tr>
<td>Scott Clark</td>
<td>Sunshine Line</td>
<td>813-276-8140</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3402 N 22nd St</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33605</td>
<td>813-272-5131</td>
<td><a href="mailto:scottk@hillsboroughcounty.org">scottk@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Mike Hilton or Britett Cano</td>
<td>Project Return-Housing</td>
<td>813-833-6020</td>
<td></td>
</tr>
<tr>
<td></td>
<td>304 W Waters Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33604</td>
<td>813-832-6014</td>
<td><a href="mailto:mhillon@projectreturn.com">mhillon@projectreturn.com</a> or</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:bcana@projectreturn.org">bcana@projectreturn.org</a></td>
</tr>
<tr>
<td>Marlina Cerna Mammpodi</td>
<td>Vocational Rehabilitation</td>
<td>813-653-7080</td>
<td></td>
</tr>
<tr>
<td></td>
<td>510 Vonderburg Dr, Suite 307</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Brandon, FL 33511</td>
<td>813-653-7094</td>
<td><a href="mailto:marlina.cerna-mammpodi@vcco.org">marlina.cerna-mammpodi@vcco.org</a></td>
</tr>
<tr>
<td>Sandra Soma</td>
<td>ADA Coordinator/Acting HIPAA Compliance Officer</td>
<td>813-276-2742</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hillsborough County AOCC</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>601 E Kennedy Blvd, County Center, 24th Floor</td>
<td>813-272-7142</td>
<td><a href="mailto:somas@hillsboroughcounty.org">somas@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Alice Patterson</td>
<td>Goodwill Industries Suncoast, Inc.</td>
<td>813-831-9988</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Freedom Village II</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5002 S Bridge St</td>
<td>813-831-8419</td>
<td><a href="mailto:alice.patterson@goodwill-suncoast.com">alice.patterson@goodwill-suncoast.com</a></td>
</tr>
<tr>
<td>Karen Stinreich</td>
<td>Disability Rights Coordinator - City of Tampa Neighborhood Services Department Community Affairs Division</td>
<td>813-397-5595</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2105 N Nebraska Ave</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33602</td>
<td>813-397-5595</td>
<td><a href="mailto:karen.stinreich@cityoftampagov.com">karen.stinreich@cityoftampagov.com</a></td>
</tr>
</tbody>
</table>
ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS

American Red Cross................................................................. 813-438-4820
American Red Cross Disaster Assistance................................. 1-866-438-4636
Clean City Division............................................................... 813-931-2140
Code Enforcement...................................................................... 813-274-5545
County Special Needs Shelter Registration.............................. 813-272-5900
Crisis Center.............................................................................. 211
Emergency Operations Center.................................................. 813-232-6890
FEMA....................................................................................... 1-800-525-0321
Florida Dept. Agriculture & Consumer Services....................... 1-800-435-7352
Florida Dept. Financial Services Consumer Help Line.................. 1-800-342-2762
Florida Division Emergency Management................................ 1-850-413-9900
Hurricane Information Desk (City)............................................. 813-232-6890
Hurricane Information: Pre/Post Non-Emergency (County)........ 813-272-5900
Hurricane Help Line (State)...................................................... 1-800-227-8876
McKay Bay Transfer Station/Scale House.................................. 813-242-7835
National Flood Insurance Program............................................. 1-888-356-6329
Neighborhood & Community Relations.................................... 813-274-7835
Parks & Recreation................................................................... 813-274-6615
Poison Control Hot Line............................................................ 1-800-222-1222
Police Department.................................................................... 813-231-6130
Public Works Emergency - After Hours................................. 813-622-1940
Solid Waste Department........................................................... 813-348-1111
Storm Water Department.......................................................... 813-622-1901
TECO....................................................................................... 813-223-0800
TECO Outage............................................................................ 1-877-586-1010
Traffic/Travel Information......................................................... 511
Tree Emergency.......................................................................... 813-931-2168
Wastewater Department......................................................... 813-259-1693
Water Department Emergency Services................................. 813-274-7400

Please visit our website at www.tampagov.net/neighborhoods for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under "My Tampa Address."

If our office can be of further help, please do not hesitate to contact us at 274-7835.
## Name | Phone#
---|---
EEOC | 813-236-3800
Meteorologist | 813-645-4111, 645-2323 or 453-6149
PSTA Dispatch | 727-540-1839
PSTA Analog number | 727-556-6371 – in case digital system goes down
YES Team | 813-833-0738
St. Joseph's Hospital | 813-870-4000
ADT Security | 800-238-2727 (Alarm service)
Security Engineers | 813-870-1241 or Cell #813-352-8844 (Guard Service)
Ybor Flash Storm | 813-622-1901 – Flooding problems – 24 hr. emergency
Quality Inn, 4955 East 18th Ave. off 50th St. North of I-4 | 813-623-6000
Sunstate Wrecker Service Inc. | 813-221-5505
What is the HART emergency response team and who are its members?
The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Public Information, Marketing and Community Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?
If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?
There is a complete listing of all contact numbers in the HART 2014 Hurricane Plan. Copies are available.

How do I update my contact information?
Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. prior to any emergency. If there is a change following the storm, contact your supervisor with the updated information.

What are the hurricane stages?
For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:
- Hurricane Watch – issued 36 hours prior to the anticipated landfall of a hurricane
- Hurricane Warning – issued 24 hours prior to the anticipated landfall of a hurricane
- Hurricane Operations
- Post Hurricane Operations

When does HART cease its operations?
HART CEO will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 35 miles per hour.

Where do I find the flood zones map?
Most hurricane guides show flood zones. Some downtown employees will have received a 2014 Hurricane Guide published by the Tampa Bay Regional Planning Council. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at: http://hillsboroughcounty.org/pgm/hazardmit/floodMap/homeownerEffects.cfm#HEZ

NOTE: You can obtain specific information for your address there.

Can I seek shelter in HART facilities?
No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.
Where are hurricane shelters located? (Primary/special needs/pet)

An updated list of all hurricane shelters is available on the County website at: www.hillsboroughcounty.org which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

What are the evacuation routes?

HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org

How do I help to secure facilities/equipment?

- If necessary, disconnect, cover and secure all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.
- Each department should have a hurricane plan specific to their departmental needs to be used in conjunction with this plan.

What documentation must I secure?

Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

What is the employee notification process (pre/during/post storm)?

- Section 11.0 – Employee Notification Process, outlines steps to be taken in the following instances:

  G. As the storm approaches your supervisor will advise you of the arrangement for the following day according to your departmental plan. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt, call the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

    o During the hurricane do not attempt to call HART. All operations are suspended.
    o Following a major hurricane you should contact the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining) or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

When do I return to work?

HART will make every attempt to resume service as quickly as possible following the storm. Check with your supervisor to see where and when to report. If you are unable to contact your
Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.

Whom do I contact to find out about HART services status?
You should contact either your supervisor, the HART customer service number (254-HART, 254-4278) or call the Dispatch Hotline at (813) 384-6372 or 813-626-3548.

Where do I report if the Ybor City Office is closed?
It is likely that in the event of a major hurricane that the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

What will be my pay status following the hurricane?
If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?
Your first duty is to your family. Contact your supervisor to make them aware of your particular circumstances. If you are unable to contact your supervisor, contact the 21st Avenue office (623-5835) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

What are the post hurricane operations modes?
- Recovery - Damage assessment (facilities, vehicles, and property)
- Communication - Call back/contact of HART personnel
- Restoration - Delivery of service

Who can be assigned emergency support functions?
Anyone; non-operations personnel will be assigned to emergency support functions on an "as needed" basis. This could include duties related to Recovery, Communication, or Restoration.

What can I do if there is major devastation, service cannot be restored immediately, and I can't return to my work assignments?
If the "big one" makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT H - PROGRESSIVE SERVICE REDUCTION

1.0 Level “A” Reduction

Operation of Local Fixed-Route Service and MetroRapid

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Bus Service

Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Paratransit Service

Continue in operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service

Operate 40 minute headways as weather conditions permit.

2.0 Level “B” Reduction

Operation of Local Fixed-Route Service

Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid

No service provided.

HARTPlus Paratransit Service

Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service

Continue in normal service as weather conditions and manpower availability permit. A “cut off” time for evening and nighttime service may be implemented.

Streetcar Service

Operate 40 minute headways as weather conditions permit. A “cut off” time for evening and nighttime service may be implemented.

3.0 Level “C” Reduction

Operation of Local Fixed-Route Service

Transportation will run a "Reduced Route" weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

See “Reduced Route” Weekday Service Routes in 8.0 below.
Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
No service provided.

4.0 Level “D” Reduction

Operation of Local Fixed-Route Service
Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

5.0 Level “E” Reduction

Operation of Local Fixed-Route Service
Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Service and MetroRapid
No service provided.

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.
6.0 Level "F" Reduction

Operation of Local Fixed-Route Service

Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. A "cut off" time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid

No service provided.

HARTPlus Paratransit Service

Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service

No service provided.

Streetcar Service

No service provided.

7.0 Level "G" Reduction

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

Operation of Local Fixed-route Bus Service

No service provided.

Weekday Express Bus Service and MetroRapid

No service provided.

HARTPlus Paratransit Service

No service provided.

HARTFlex Service

No service provided.

Streetcar Service

No service provided.

8.0 Route Information as of May 26, 2014

Current weekday local service routes

1, 2, 4, 5, 6, 6 Ltd, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, (In Town Trolley 96 ), and 400. Total number of local weekday routes = 30
Current weekday express service routes

20, 22, 24, 25, 27 28, 47, 51, 53, 61 LX, 200. Total number of weekday express routes = 11

HARTFlex Service

Brandon, South County, Northdale, Town 'N Country, and South Tampa

Current Saturday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 16, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, Total number of Saturday local routes = 20

Current Sunday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

"Reduced Route" Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C.

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (additionally - 16, 33, 37 if manpower allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of May 26, 2014

Express Manpower Requirements

<table>
<thead>
<tr>
<th>Route</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>20X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>22X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>24X</td>
<td>6 AM / 6 PM</td>
</tr>
<tr>
<td>25LX</td>
<td>5 AM / 6 PM</td>
</tr>
<tr>
<td>27LX</td>
<td>3 AM / 2 PM</td>
</tr>
<tr>
<td>28X</td>
<td>1 AM / 1 PM</td>
</tr>
<tr>
<td>47LX</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>51X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>200X</td>
<td>3 AM / 2 PM</td>
</tr>
<tr>
<td>Total</td>
<td>29 AM / 28 PM</td>
</tr>
</tbody>
</table>

Manpower Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service - plus additional operators required to run express service - 29 AM and possible 28 PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>Service Level</td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Service Level B</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>64 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>Reduced Service will continue to run as long as weather conditions permit</td>
</tr>
<tr>
<td><strong>Service Level C</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>40 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Service Level D</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>42 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
</tbody>
</table>
## Service Level E

<table>
<thead>
<tr>
<th>Mode</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>36 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

## Service Level F

<table>
<thead>
<tr>
<th>Mode</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided– one (1) bus and operator on each route</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>No service provided.</td>
</tr>
<tr>
<td>Streetcar</td>
<td>No service provided.</td>
</tr>
</tbody>
</table>

## Service Level G

- All regularly scheduled bus, paratransit and streetcar service will be discontinued.
- Essential staff will be maintained to provide emergency bus service as required by EOC.

**EOC Hurricane Evacuation Routing Manpower/Operator Requirement**

Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

**Moving of HART vehicles to off-site locations – Yukon and USF.**

Depending on what time this movement begins and how much time is left after all other services have begun to cease, ten (10) to fifty (50) operators will be required to perform this function.

**Securing Streetcars and Sub-stations**

Upon discontinuing streetcar service, nine (9) streetcars will be secured inside the streetcar barn. The remaining streetcar will be secured with poles removed outside of the streetcar barn. Sub-stations will have entry points sealed.
10.0 Hours of Operation for Hurricane Team Operators

Current HART/ATU contract language provides as follows:

**ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES**

3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time.

11.0 Additional Contract Language Related to Hurricane Operations

**ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE**

1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority's services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority's operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.

4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the 'Emergency Response Team' will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.
5. **Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.**

6. **Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.**

### 12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators' reports at 0350hrs and runs to 1400hrs - second group of operators' reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon Centers.
ATTACHMENT I – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer's instructions. The manufacturer's instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. “Secured” means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
3.0 EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:

- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, and then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

NOTE: If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check for passengers, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
1.0 TELEVISION STATIONS

Bay News 9
E-mail: desk@baynews9.com
Newsroom phone: (727) 329-2400 or 888-437-1239
*First contact, if possible

WFLA-Ch. 8 (NBC)
E-mail: news@wfla.com
Newsroom phone: (813) 221-5788

WTVT-Ch. 13 (FOX)
E-mail: news@wtv.com
Newsroom phone: (813) 870-9630

WTSP-Ch. 10 (CBS)
E-mail: desk@tampabays10.com
Newsroom phone: (727) 577-8550

WFTS – Ch. 28 (ABC)
E-mail: newstips@wfts.com
Newsroom phone: (813) 354-2800

WUSF- TV Ch. 16 (PBS)
E-mail: news@wusf.org
Phone: (813) 974-4000

WVEA-Ch. 62 (Univision)
E-mail: noticiastampa@entrevision.com
Phone: (813) 998-3662

WRMD-Ch. 57 (Telemundo)
E-mail: tampa57@aol.com
Phone: (813) 319-5757
Fax: (813) 319-0029

WFTT-DT (UniMas Tampa)
E-mail: wfttpublicfile@univision.net
Phone: (813) 998-3619
Fax: (813) 813 998-3600

2.0 RADIO

Clear Channel:
E-mail: rcbauer@clearchannel.com
Phone: (813) 832-1000
Fax: (813) 831-6397
WBTP-FM 95.7 (the Beat)
WXTB-FM 97.9 (98 Rock)
WMTX-FM 100.7 (Mix)
WMTX-HD 105.9 (Thunder)
WFUS-FM 103.5 (US 1035)
WFLZ-FM 93.3 (93-3 FLZ)
WHNZ-AM 1250 (Impact Radio)
WDAE-AM 620 (the Sports Animal)
WFLA-AM 970
news@970wfla.com
News tip line: (813) 831-9797

Cox Radio
E-mail: valerie.claus@coxtampa.com
Phone: (727) 579-2000
Fax: (727) 579-2662
WWRM-FM 94.9 (Magic)
WDUV-FM 105.5 (Dove)
WPOI-FM 101.5 (Point)
WXGL-FM 107.3 (the Eagle)
WHPT-FM 102.5
WSUN-FM 97.1 (97X)

CBS Radio
E-mail: rblock@wsjt.com
Phone: (727) 563-8941
Fax: (727) 563-8902
WLLD-FM 98.7 (Wild)
WSJT-FM 94.1
WRBQ-FM 104.7
E-Mail: mike.culotta@csb.com
Phone: (813) 637-7825
Fax: (814) 289-0408
WQYK-FM 99.5
WQYK-AM 1010
WYYU-FM 92.5
3.0 ALTERNATE MEDIA

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E-mail: newsroom@wmnf.org
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WUSF-FM 89.7
E-mail: news@wusf.org
Phone: (813) 974-8700

WWBA-AM 1040
E-mail: studio@wwba1040.com
Phone: (813) 281-1040
(Fax: (813) 281-1948)

WWMI-AM 1380 (Radio Disney)
E-mail: drew.rashbaum@abc.com
Phone: (727) 577-4500
Fax: (727) 579-1340

WRMD-AM 680 (Genesis)
E-mail: genesis680.com
Phone: (813) 637-8000

WLCC-AM 760 (Radio Luz)
Faith Talk 570 and 910 WTBN
E-mail: lvetteP@salemtampa.com
Phone: (813) 639-1903

WAMA-AM 1550 (LA LEY)
E-mail: Patrick@megastations.net
Phone: (813) 319-5757

WTMP-AM 1150 and FM 96.1
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4.0 RADIO TRAFFIC

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Newsroom phone: (813) 226-3303

Florida Sentinel Bulletin
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pettit@gohart.org
St.PierreP@gohart.org
pguzzo@lagacetanewspaper.com
pholley@wusf.org
porterchuck@earthlink.net
porters@hillsboroughcounty.org
7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Information Officer or the designee will make use of the "Constant Contact" online e-mail service to issue alerts to the HART Board, Tampa Historic Streetcar Board and HART senior staff.

A. Utilizing the HART account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers
B. The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.

C. A hard copy of the e-mail list is included in this hurricane plan.

D. The PIO and Media Relations Associate are the primary users of Constant Contact. If these staff members are not available to issue alerts, use the hard copy list of e-mail addresses in this hurricane plan.
HART Storm Service Status

Changing to serve you better.

Media Alert

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION) PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - June 11, 2007 - With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services service on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTinfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.

(In the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(In the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC), HART’s Emergency Evacuation Bus Routes will begin operation at (time) on (date). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.HART.org or by calling the HARTinfo Line at (813) 254-HART (4278).

Areas not covered by HART’s Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6900. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(In the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART’s Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.HART.org, and click on “Emergency Evacuation Routes.”
MEDIA ALERT

Please note that the automatic signature will be as follows:

Sandra Pinto
Public Information Officer
Hillsborough Area Regional Transit
Office: 813-384-8610
Cell: 813-545-5497
pintos@goHART.org

If a designee is using Media Alert, then the correct contact information should be noted.

INSTRUCTIONS FOR USING MEDIA ALERT WEB SITE MESSAGE-POSTING PAGE.

1) Go to web site www.media-alert.com
2) Click “POST”
3) Type in your entry code as:
   m3diaalertpi0
   (all lower case and final character is the numeral zero)
4) Enter the e-mail address to which you want “results verification” sent
5) Enter your Media Alert login (we will furnish to you)
6) Enter your Media Alert password (we will furnish to you), then click
   on “Submit & Verify”
7) In the large text box, type in or paste in and edit your story
8) If you have no photo to post, skip to step 13
9) If you have a photo to post, click “yes” button below the big text box
10) Enter a caption in the “Please Enter Photo Subject Name” box
11) Click the Browse button and locate and enter your photo or graphic
12) Enter a short description (less than 1000 characters) of your graphic
13) Click “Send Message” once and please be patient. Processing should take less than 60 seconds
14) You should receive a “Success!” message page plus other information
15) Your e-mailed verification will contain your entire story as posted for you to file or attach to other documents as necessary

QUICK ALERT EMERGENCY NUMBER – 877-332-3017
This is a 24/7 answering service which will transcribe and transmit a short message when a computer is not available to you. When the operator answers, identify yourself and tell him/her what your Login is, so your agency is accurately identified and your personal distribution list is alerted.

AUTOFAX NUMBER – 888-456-0490
You can send a FAX document over Media Alert. Notify us the FAX numbers from which you will be sending your FAXs. We will convert them to PDFs and send them to the media within 60-seconds.
ATTACHMENT K – HOMELAND SECURITY SUMMARY

Office of Infrastructure Protection
Tampa Area Hurricane Analysis Summary

Scenario Storm Characteristics
- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St Petersburg, and Orlando FL

<table>
<thead>
<tr>
<th>Population within Potential Surge Zones</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>(population within each flood depth range)</td>
<td>18+ feet</td>
</tr>
<tr>
<td></td>
<td>11-15 feet</td>
</tr>
<tr>
<td></td>
<td>9-10 feet</td>
</tr>
<tr>
<td></td>
<td>6-8 feet</td>
</tr>
<tr>
<td></td>
<td>1-5 feet</td>
</tr>
</tbody>
</table>

| Population Impacted by Potential Power Outages | Affected | > 2,200,000 |
| (widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida) | 7 days | 75% restored |
| Times to restoration are after damage assessment | 10+ days | Fully restored |

Estimated Economic Impacts
- Direct costs for business interruptions: $1-2 billion
- Total costs for business interruptions: $3-4 billion

Facilities of Interest
- Major Seaports: Port of Tampa, FL
- Major Transportation Routes: I-75
- Expected Major Airport Closures: Orlando International, Tampa International
- Water Distribution Treatment Plants (impacted by potential storm surge): Tampa Bay Groundwater Treatment Plant
- Major Wastewater Treatment Facilities (large plants impacted by storm surge): Howard F. Currin Advanced Wastewater Treatment Plant

CONTACT: nisc@hhs.gov
National Infrastructure Simulation and Analysis Center
May 17, 2007 For Official Use Only
## Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
</tr>
</thead>
</table>
| Agriculture          | M     | • Could impact the citrus crop  
                      |         | • Local damage will be severe but is unlikely to impact the broader market for agricultural commodities |
| Banks & Finance      | L     | • No long-term impacts expected due to backup systems but electronic transfers could be affected due to loss of electric power and telecommunications services |
| Chemical Plants      | M     | • Primary Tampa-area chemical facilities process locally-mined ammonia, phosphates for use in agriculture, and represent 64% of U.S. processing capacity  
                      |         | • Impacts not major loss of business due to electric power outages |
| Commercial Facilities| L     | • Not analyzed                                                          |
| Dams                 |       | • Not analyzed                                                          |
| Defense Industrial Base |       | • Not analyzed                                                          |
| Emergency Services   | M     | • Emergency response delays expected due to transportation, electrical power, and telecommunications disruptions  
                      |         | • Widespread power outages expected around the Tampa Bay area  
                      |         | • Localized outages expected in the rest of the study area  
                      |         | • 75% restoration expected within 7 days following damage assessment  
                      |         | • Full restoration may take over 10 days following damage assessment |
| Energy, Electric Power| M     | • 4 compressor stations and no processing plants in affected area  
                      |         | • No refineries in the area  
                      |         | • Many refined products are imported through the Port of Tampa. If this port is damaged there could be fuel shortages in the area |
| Energy, Natural Gas  | L     | • No refineries in the area  
                      |         | • No nuclear power plants in the study area  
                      |         | • Expect delays due to transportation impacts |
| Energy, Petroleum    | L     | • Expect delays due to transportation impacts  
                      |         | • Eravations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities  
                      |         | • Demand for water will be high due to loss of power and increased demand for water  
                      |         | • Expect damage to telecommunications infrastructure (poles and overhead lines) particularly in the Tampa Bay area  
                      |         | • Restoration of full service may take weeks |
| Government Facilities| L     | • Impacts may be locally or regionally significant  
                      |         | • Impacts may be locally or regionally significant  
                      |         | • Impacts may be locally or regionally significant  
                      |         | • No nuclear power plants in the study area  
                      |         | • Expect delays due to transportation impacts  
                      |         | • Eravations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities  
                      |         | • Demand for water will be high due to loss of power and increased demand for water  
                      |         | • Expect damage to telecommunications infrastructure (poles and overhead lines) particularly in the Tampa Bay area  
                      |         | • Restoration of full service may take weeks |
| Information Technology| L    | • Not analyzed                                                          |
| National Monuments   | L     | • Impacts may be locally or regionally significant  
                      |         | • Impacts may be locally or regionally significant  
                      |         | • Impacts may be locally or regionally significant  
                      |         | • No nuclear power plants in the study area  
                      |         | • Expect delays due to transportation impacts  
                      |         | • Eravations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities  
                      |         | • Demand for water will be high due to loss of power and increased demand for water  
                      |         | • Expect damage to telecommunications infrastructure (poles and overhead lines) particularly in the Tampa Bay area  
                      |         | • Restoration of full service may take weeks |
| Nuclear Facilities   | L     | • No nuclear power plants in the study area  
                      |         | • Expect delays due to transportation impacts  
                      |         | • Eravations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities  
                      |         | • Demand for water will be high due to loss of power and increased demand for water  
                      |         | • Expect damage to telecommunications infrastructure (poles and overhead lines) particularly in the Tampa Bay area  
                      |         | • Restoration of full service may take weeks |
| Postal & Shipping    | M     | • Ground transportation impacts due to flooding and debris and 175 could be impacted due to flooding and storm debris  
                      |         | • Potential airport closures in Tampa and Orlando  
                      |         | • Port of Tampa impacted to be impacted  
                      |         | • Area relies on petroleum products shipped through this port  
                      |         | • Two regional water treatment plants comprise the Tampa Bay water supply  
                      |         | • Water distribution relies on pumps which are reliant on electric power to transport fluids  
                      |         | • Howard F. Ginn Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system  
                      |         | • St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains |
| Transport, Road/Rail | L     | • Ground transportation impacts due to flooding and debris and 175 could be impacted due to flooding and storm debris |
| Transport, Airports  |       | • Potential airport closures in Tampa and Orlando  
                      |         | • Port of Tampa impacted to be impacted  
                      |         | • Area relies on petroleum products shipped through this port  
                      |         | • Two regional water treatment plants comprise the Tampa Bay water supply  
                      |         | • Water distribution relies on pumps which are reliant on electric power to transport fluids  
                      |         | • Howard F. Ginn Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system  
                      |         | • St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains |
| Transport, Seaports  |       | • Port of Tampa impacted to be impacted  
                      |         | • Area relies on petroleum products shipped through this port  
                      |         | • Two regional water treatment plants comprise the Tampa Bay water supply  
                      |         | • Water distribution relies on pumps which are reliant on electric power to transport fluids  
                      |         | • Howard F. Ginn Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system  
                      |         | • St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains |
| Water, Drinking Water| M     | • Ground transportation impacts due to flooding and debris and 175 could be impacted due to flooding and storm debris  
                      |         | • Potential airport closures in Tampa and Orlando  
                      |         | • Port of Tampa impacted to be impacted  
                      |         | • Area relies on petroleum products shipped through this port  
                      |         | • Two regional water treatment plants comprise the Tampa Bay water supply  
                      |         | • Water distribution relies on pumps which are reliant on electric power to transport fluids  
                      |         | • Howard F. Ginn Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system  
                      |         | • St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains |
| Water, Wastewater    | M     | • Ground transportation impacts due to flooding and debris and 175 could be impacted due to flooding and storm debris  
                      |         | • Potential airport closures in Tampa and Orlando  
                      |         | • Port of Tampa impacted to be impacted  
                      |         | • Area relies on petroleum products shipped through this port  
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                      |         | • St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains |
TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in the Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors’ six previous years of seasonal forecasts for Atlantic TC activity between 2008-2013.

<table>
<thead>
<tr>
<th>Year</th>
<th>Date</th>
<th>No. of Hurricanes</th>
<th>No. of Named Storms</th>
<th>No. of Hurricane Days</th>
<th>No. of Named Storm Days</th>
<th>Intense Hurricanes</th>
<th>Intense Hurricane Days</th>
<th>Net Tropical Cyclone Activity</th>
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<tbody>
<tr>
<td>2008</td>
<td>7 Dec. 2007</td>
<td>7</td>
<td>13</td>
<td>30</td>
<td>60</td>
<td>3</td>
<td>6</td>
<td>125</td>
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<td></td>
<td>Update 9 April</td>
<td>8</td>
<td>15</td>
<td>40</td>
<td>80</td>
<td>4</td>
<td>9</td>
<td>160</td>
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<tr>
<td></td>
<td>Update 3 June</td>
<td>8</td>
<td>15</td>
<td>40</td>
<td>80</td>
<td>4</td>
<td>9</td>
<td>160</td>
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<tr>
<td></td>
<td>Update 5 August</td>
<td>9</td>
<td>17</td>
<td>45</td>
<td>90</td>
<td>5</td>
<td>11</td>
<td>190</td>
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<tr>
<td></td>
<td>Obs.</td>
<td>8</td>
<td>16</td>
<td>29.50</td>
<td>84.75</td>
<td>5</td>
<td>8.50</td>
<td>164</td>
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<table>
<thead>
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<th>Year</th>
<th>Date</th>
<th>No. of Hurricanes</th>
<th>No. of Named Storms</th>
<th>No. of Hurricane Days</th>
<th>No. of Named Storm Days</th>
<th>Intense Hurricanes</th>
<th>Intense Hurricane Days</th>
<th>Net Tropical Cyclone Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>10 Dec. 2008</td>
<td>7</td>
<td>14</td>
<td>30</td>
<td>70</td>
<td>3</td>
<td>7</td>
<td>135</td>
</tr>
<tr>
<td></td>
<td>Update 9 April</td>
<td>6</td>
<td>12</td>
<td>25</td>
<td>55</td>
<td>3</td>
<td>5</td>
<td>105</td>
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<tr>
<td></td>
<td>Update 2 June</td>
<td>6</td>
<td>11</td>
<td>20</td>
<td>50</td>
<td>3</td>
<td>4</td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>Update 4 August</td>
<td>4</td>
<td>10</td>
<td>18</td>
<td>45</td>
<td>3</td>
<td>4</td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>Obs.</td>
<td>3</td>
<td>9</td>
<td>12</td>
<td>30</td>
<td>2</td>
<td>3.50</td>
<td>69</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Date</th>
<th>No. of Hurricanes</th>
<th>No. of Named Storms</th>
<th>No. of Hurricane Days</th>
<th>No. of Named Storm Days</th>
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<th>Intense Hurricane Days</th>
<th>Net Tropical Cyclone Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>9 Dec. 2009</td>
<td>6-8</td>
<td>11-16</td>
<td>24-39</td>
<td>51-75</td>
<td>3-5</td>
<td>9-12</td>
<td>108-172</td>
</tr>
<tr>
<td></td>
<td>Update 7 April</td>
<td>8</td>
<td>15</td>
<td>35</td>
<td>75</td>
<td>4</td>
<td>10</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Update 2 June</td>
<td>8</td>
<td>18</td>
<td>40</td>
<td>90</td>
<td>5</td>
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<td>195</td>
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<td></td>
<td>Update 4 August</td>
<td>10</td>
<td>18</td>
<td>40</td>
<td>90</td>
<td>5</td>
<td>13</td>
<td>195</td>
</tr>
<tr>
<td></td>
<td>Obs.</td>
<td>12</td>
<td>19</td>
<td>38.50</td>
<td>89.50</td>
<td>5</td>
<td>11</td>
<td>196</td>
</tr>
</tbody>
</table>
HOW TERRORISTS MIGHT EXPLOIT A HURRICANE

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaida to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target evacuation routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable,
their locations shift, and intensity varies. However, it is conceivable that a terrorist group like al-Qaida, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.

- Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.
- Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

THREATS ON SITE AND THE HURRICANE LIFECYCLE

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

Entire Life Cycle

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.

Entire Hurricane Lifecycle

| Hostage Situation or Attack on Evacuation Shelters | • High value target to incite panic  
• Destroying a place of refuge will cause a loss of confidence in the government's ability to protect its citizens | • Mass of population along transportation infrastructure (e.g. bridges, tunnels)  
• Minimal security, numerous bags and suitcases, concentrated population  
• Manned by volunteers (e.g.- lax security) |
| Cyber attacks             | • Confusion                  | • Terrorists may exploit key web sites to pass erroneous information |
|                         | • Economic impact           | • May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc |
|                         | • Public agitation          | • Denial of service, network intrusions, release of malicious codes |
|                         | • Confusion through erroneous information | |
| Impersonation of first responder personnel | • Moderate Panic | • Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance |

**Pre-Event**

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

### Pre-Event

<table>
<thead>
<tr>
<th>Targeting of Evacuation Routes</th>
<th>• Mass panic</th>
<th>• Soft target</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Possible high casualties</td>
<td>• Mass of population along the transportation infrastructure (key choke points)</td>
</tr>
<tr>
<td></td>
<td>• Destabilization</td>
<td>• High profile nature</td>
</tr>
<tr>
<td></td>
<td>• Loss of public confidence in the government</td>
<td>• Clearly identified evacuation routes susceptible to attack</td>
</tr>
<tr>
<td></td>
<td>• Immobile population</td>
<td>• Could lead to a failure to evacuate</td>
</tr>
<tr>
<td></td>
<td>• Increased media coverage</td>
<td></td>
</tr>
<tr>
<td>Critical Infrastructure Surveillance</td>
<td>• Low initial value; yet useful information for future attacks</td>
<td>• Preparation procedures may be easily observed</td>
</tr>
<tr>
<td></td>
<td>• Detailed reconnaissance opportunity</td>
<td>• Terrorists adapt strategically not tactically</td>
</tr>
<tr>
<td>Targeting of a shopping mall, grocery store or home improvement center as public prepares</td>
<td>• Possible high casualties</td>
<td>• Congregation of population</td>
</tr>
<tr>
<td></td>
<td>• Destabilization and fear</td>
<td>• Low security</td>
</tr>
<tr>
<td></td>
<td>• Panic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• High media coverage</td>
<td></td>
</tr>
</tbody>
</table>
During Event

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

<table>
<thead>
<tr>
<th><strong>During Event</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attack on Critical Infrastructure and Key Assets</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td><strong>Cyber attack on 9-11 Call Centers</strong></td>
</tr>
<tr>
<td><strong>Emergency Broadcast Network</strong></td>
</tr>
<tr>
<td><strong>Physical or Cyber Attack on Communication Towers and Infrastructures</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>Increased Access, Ability to Attack via Tidal Surge</strong></td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.
### Post-Event

| Contamination in Distribution Chain of Emergency Relief | • Stress public health system  
• Increase media coverage  
• Further destabilization | • Low security  
• New distribution mechanisms without clarified roles |
|---|---|---|
| Bomb threats or CBW Hoax | • Panic  
• Stress public health system  
• Increase media coverage | • High alert of the public  
• Weakened emergency response capabilities  
• Overloading of hospitals and health care infrastructure |

### Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.

### HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)

The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.
I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today's connected world.

III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.
These suggested items are not intended to replace a company's or facility's Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
- Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID’s/passwords).
- Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.

Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED’s, and controllers associated with the system under control.
prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.

- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.

- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to by-pass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.

- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.

- Ensure hardware has current firmware (with security updates) installed.

- Ensure systems are set to fail in a “safe” mode.

- Ensure hardware is configured in compliance with established security policies and procedures.

- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

Verify Software

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.

- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).

- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
  - Patch and test any new systems or components that will be installed.
  - Test that anti-virus software will not impact control system performance.

- Ensure systems are set to fail in a “safe” mode.

- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.

- Systems should be secured before being attached to a network. Software downloads should be performed from systems “trusted” to be secure.

Secure Remote Support

- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.

- Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.
- Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

Secure Communication Paths

- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.

- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.

- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cybersecurity measures are implemented.

- If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.

- Secure control network internal communications.

- Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.

Safely and Securely Start Control Processes

- Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.
Ensure safety systems are in place and operating properly before attempting to restart control process.

Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.

If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.

Restart process.
  o Put extra eyes on watching safety and control system displays during restart.
  o Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything “checks-out” OK, establish necessary external communications securely as described in section on “Secure Communication Paths.”

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CCSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA’s), Sector Coordinating Councils, and sector ISACs to provide status and share information, lessons learned, and data that can be utilized to develop timely situational awareness on the health of critical infrastructure sectors in the areas impacted by the hurricane.

DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with
cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

**FEDERAL EMERGENCY RELIEF PROCESS**
(The following information is provided by APTA)

**Basic Process**

- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.

- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. *It is this request which must discuss the needs and efforts of the transit system.* The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.

- FEMA staff reviews the Governor’s request and makes recommendation to the President on request.

- The President makes a determination granting or denying the request in whole or part.

- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.

- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

**What Can Transit Do To Be Included**

- As early as possible during the situation, contact the Governor’s office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the Governor’s request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.

- During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include “other state agencies... as needed”. If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.

- If the original Governor's request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional-supplementary assistance within 30 days of the termination of the incident or
the Declaration, whichever is later. Contact the Governor’s office and try to have them make a supplementary request.

- If the original Governor’s request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor’s office and try to get an appeal of an adverse decision.

- It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state’s Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
HART EOC Representative E-mail Group for Hurricane Status Updates
Chief Financial Officer Telephone Contact Tree
Marketing & Communications Telephone Contact Tree

- Marketing Manager
  - Administrative Assistant I
  - Community Relations Specialist (2)
  - Sr. Graphic Designer
  - Graphics Technician
  - Marketing Associate
Chief Operating Officer Telephone Contact Tree – Maintenance Department on following page.
Director of Maintenance Telephone Contact Tree

Director of Maintenance

Administrative Assistant II

Manager of Fleet Maintenance
- Communications/Electronics Techs
- Maintenance Supervisors
  - Mechanics
  - Paint & Body Technicians

Manager of Facilities
- Facilities Technicians
- Transitway Supervisor

Manager of Technical Services
- Maintenance Training Instructor
- General Maintenance Attendants

Streetcar Maintenance Supervisor
- Streetcar Mechanics
- Streetcar Facilities
- Streetcar General Maintenance

Fleet Service Supervisor
- Service Attendants
- Custodians

Route Maintenance Supervisor
- Route Maintenance Attendants
Risk and Environmental Safety Telephone Contact Tree

Senior Manager of Risk & Environmental Safety

Administrative Assistant II

Safety & Security Administrator  Risk Specialists

Administrative Assistant I

Safety & Security Coordinator
May 23, 2014

Ms. Judy Genisha
President
University of South Florida
4202 E. Fowler Avenue
Tampa, Florida 33620

Dear President Genisha:

The Hillsborough Transit Authority (HART) has developed an Emergency Preparedness Plan as members of the Hillsborough County Emergency Operations Center. During an emergency, it may become necessary to divert HART’s fleet of buses and support vehicles to several alternate locations in order to assure that the Authority can maintain an adequate number of vehicles to meet the transportation needs of the community.

HART is seeking approval to stage 40 to 50 buses/support vehicles in an identified and authorized parking area on USF property. During the emergency, such as a hurricane, the HART vehicles would be staged in the USF identified parking area for the duration of the storm. In the event of an emergency requiring the relocation of HART vehicles to USF property, a HART representative will contact the University Police Dispatch Center at (813) 974-2628 to begin the coordination of activities.

HART will take care not to harm or damage USF property and will accept liability for any property damage caused by its vehicles up to the limits stated in FS 768.28. HART is a self-insured State chartered entity for general liability exposures. A Certificate of Liability Insurance is attached.

As agreed by both parties (2) two additional provisions are included in this Memorandum of Understanding (MOU); (1) the agreement has a term of one year from the date of signature, and may be renewed for additional one year periods by the mutual agreement of the parties. (2) this agreement can be terminated by either party providing 30 days written notice.

HART hopes to continue a long and lasting relationship with USF, and appreciates the support and assistance provided. If there are any questions regarding this matter, please feel free to contact me at (813) 384-6622.

Sincerely,

Dennis Crank
Risk & Environmental Safety Sr. Manager
Hillsborough Transit Authority

Through this Memorandum of Understanding, I agree to allow the Hillsborough Transit Authority in the event of an emergency (hurricane or storm) to use an area identified by USF as a Staging area.

BY: [Signature]
DATE: 5/30/14
<table>
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<th>Location</th>
<th>Hurricane CAT Zone</th>
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<tr>
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<tr>
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<tr>
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<td>Northwest</td>
<td>3</td>
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Hillsborough County evacuation map and shelters

Hillsborough County evacuation transportation assistance

During an evacuation, HURFAR has set up a special system for the people who need transportation to their destinations. For more information or to schedule a ride, call the Hillsborough County at (813) 962-8000. The system is also available at the shelters, which are located in the following locations:

1. Exeter Elementary School
2. Sun City Center Elementary School
3. Sun City Center Middle School
4. Plant City High School
5. Brandon Elementary School
6. East Lake High School
7. Carver Middle School
8. Aerospace High School
9. Plant City High School
10. South Fork High School
11. Sun Village Elementary School
12. Sun City Elementary School
13. Sun City Center Middle School
14. Plant City High School
15. Brandon Elementary School
16. East Lake Elementary School
17. Carver Middle School
18. Aerospace High School
19. Plant City High School
20. South Fork High School
21. Sun Village Elementary School
22. Sun City Elementary School
23. Sun City Center Middle School
24. Plant City High School
25. Brandon Elementary School
26. East Lake Elementary School
27. Carver Middle School
28. Aerospace High School
29. Plant City High School
30. South Fork High School
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32. Sun City Elementary School
33. Sun City Center Middle School
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35. Brandon Elementary School
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44. Plant City High School
45. Brandon Elementary School
46. East Lake Elementary School
47. Carver Middle School
48. Aerospace High School
49. Plant City High School
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52. Sun City Elementary School
53. Sun City Center Middle School
54. Plant City High School
55. Brandon Elementary School
56. East Lake Elementary School
57. Carver Middle School
58. Aerospace High School
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63. Sun City Center Middle School
64. Plant City High School
65. Brandon Elementary School
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67. Carver Middle School
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126. East Lake Elementary School
127. Carver Middle School
128. Aerospace High School
129. Plant City High School
130. South Fork High School
## Exhibit 3 - Alternate Site Vehicle Parking Log

### HURRICANE ALTERNATE SITE
**VEHICLE PARKING LOG**

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<table>
<thead>
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<th>UNIT#</th>
<th>OPERATOR</th>
<th>PR#</th>
<th>TIME DEPARTING BASE</th>
<th>TIME RETURNED TO BASE</th>
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Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: __________________________ Name: __________________________ PR#: __________________________

On Time: ______________________ Off Time: ______________________ Total Hours: ______________________

Vehicle #: ______________________ Beginning Mileage: ______________________ Ending Mileage: ______________________

Narrative of Assignment: __________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

HART

Staff Post-Hurricane Assignment Card

Date: __________________________ Name: __________________________ PR#: __________________________

On Time: ______________________ Off Time: ______________________ Total Hours: ______________________

Vehicle #: ______________________ Beginning Mileage: ______________________ Ending Mileage: ______________________

Narrative of Assignment: __________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

HART

Vehicle - Equipment Usage Card

Date: __________________________ Name: __________________________ PR#: __________________________

Vehicle #: ______________________ Beginning Mileage: ______________________ Ending Mileage: ______________________

On Time: ______________________ Off Time: ______________________ Total Hours: ______________________

Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid

Type of Vehicle or Equipment: __________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

HART
Operators Pre-Hurricane Evacuation Card

Date: ______________ Name: __________________________ PR#: __________
Vehicle #: ______________ Beginning Mileage: ______________ Ending Mileage: ______________
On Time: ______________ Off Time: ______________ Total Hours: ______________
Route: ______________ Destination: ______________________________
# of Passengers: ______________ # Wheelchair Patrons: ______________
Special Instructions: ________________________________

Operators Post-Hurricane Evacuation Card

Date: ______________ Name: __________________________ PR#: __________
Vehicle #: ______________ Beginning Mileage: ______________ Ending Mileage: ______________
On Time: ______________ Off Time: ______________ Total Hours: ______________
Route: ______________ Destination: ______________________________
# of Passengers: ______________ # Wheelchair Patrons: ______________
Special Instructions: ________________________________
Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Erwin Technical Center
Exhibit 6 – Map of USF Campus

MAP OF UNIVERSITY OF SOUTH FLORIDA CAMPUS

DETAIL OF PARKING SECTION 43
Exhibit 7 - Emergency Evacuation Routes and Maps

[Map showing evacuation routes and zones]
Route # A
Davis Isl. / Florida Ave. to Pizzo Elementary
USF Shelter # 11

ROUTING
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)
Starting Point——Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
on into Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on So. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off ----- 
Miles from Drop off to Start ----- 

Passenger count (use Key #3, outbound only)
Trip #1______ Trip #4______ Trip #7______
Trip #2______ Trip #5______ Trip #8______
Trip #3______ Trip #6______ Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/98
Route # A Map
ROUTE # B
Nebraska Ave. to Pizzo Elem. School
Shelter #11

ROUTING
Starting Point----22nd St. @ Maritime Blvd.
Proceed North on 22nd St. to a
L. on Corrine St. to a
R. on 20th St. turns into 22nd St. to a
L. on 4th Ave. to a
R. on 15th St. to a
L. on 7th Ave. to a
L. on Nuccio to a
Left on Nebraska Ave. to a
R. on Kennedy Blvd. to a
L. on Pierce St. to a
R. on Whitting St. to a
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan /Harrison) to a
L. on Marion St. to a
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)
L. on Nebraska Ave. to a
R. on Skipper Rd. to a
R. on Bearss Ave. to a
R. on B. B. Downs to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE #C
22nd St. Causeway to Doby Elem. School
Shelter # 54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips - outbound and inbound - must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross

Updated 4/30/98
Route # D
MacDill Credit Union
(Central Peninsula) / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point-----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
R. Gunn Hwy.
R. on Citrus Pointe Dr.
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1_______Trip #4_______Trip #7_______
Trip #2_______Trip #5_______Trip #8_______
Trip #3_______Trip #6_______Trip #9_______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 5/10/11
Route # D Map

Sgt. Smith Middle School
Sheldon Rd. @ Gunn Hwy.
Route #E
Port Tampa-West Shore
Middleton High School
Shelter# 5

ROUTING
Starting Point----Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxxR crossing -Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips - outbound and inbound - must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route #E Map

Route "E"

Operator Routing to Red Cross Shelter

- Official Evacuation Routing

Middleton High School
Osborne @ 22nd St.

MacDill A.F.B.
ROUTE #F
Town n' Country / Pizzo Elementary
Shelter # 11

ROUTING
Starting Point--Memorial Hwy. & George Rd.
West on Memorial Hwy.
Stay to the Right to Sheldon Rd. after Hillsborough Ave
R. on Waters Ave.
L. on 20th St. to a
R. on Skagway to a
L. on 22nd St. to a
L. on Fowler Ave. to a
R. on 15th St. to a
R. on 131st Ave. to a
R. on 30th St. to a
L. on Fowler Ave. to a
L. on Bull Run to a  (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. I-275 southbound to a
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips - outbound and inbound - must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/9/08
**Route # G**

MacDill to Middleton High School
(Shelter – 5)

**ROUTING**
Starting Point--------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osborne to school on left

**DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR**
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

**STATISTICAL INFORMATION**
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

**STATISTICAL INFORMATION**
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

**PUBLIC INFORMATION**
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

*Updated 4/30/08*
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd.(M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. ----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.-----
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

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to arrange special transportation.
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• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE #1
West Tampa Peninsula / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point------Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Sheldon Rd.
R. Gunn Hwy.
R. on Citrus Pointe Dr
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
L. on Gunn Hwy
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 _______ Trip #4 _______ Trip #7 _______
Trip #2 _______ Trip #5 _______ Trip #8 _______
Trip #3 _______ Trip #6 _______ Trip #9 _______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips - outbound and inbound – must be counted.
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• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 5/10/11
Route #J
Town n' Country / Pizzo Elementary School
Shelter #11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd. (just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_______Trip #4_______Trip #7_______
Trip #2_______Trip #5_______Trip #8_______
Trip #3_______Trip #6_______Trip #9_______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips - outbound and inbound - must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

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• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
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STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY
HURRICANE EMERGENCY PLAN

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ORIGINATED BY:  _Original signature on file in Doc. Control_____
Dale Smith, Manager of Facilities Maintenance

DATE:

REVIEWED BY:  _Original signature on file in Doc. Control_____
Rickey Kendall, Director of Risk and Safety

DATE:

APPROVED BY:  _Original signature on file in Doc. Control_____
Katharine Eagan, Chief Executive Officer

DATE:
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Exhibit 5 – Map of Emergency Shelter Locations ................................................. 78
Exhibit 6 – Map of USF Campus .......................................................................... 80
Exhibit 7 – Emergency Evacuation Routes and Maps........................................... 81
1. **SCOPE**

This SOP pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

2. **PURPOSE**

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities. Each Department must create and keep relevant, a Work Instruction relative to that Department’s area of responsibility within the agency.

3. **ABBREVIATIONS / DEFINITIONS**

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<td>HART/Authority</td>
<td>Hillsborough Transit Authority</td>
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<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
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<td>CEO</td>
<td>Chief Executive Officer</td>
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<td>DOM</td>
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<td>MOA</td>
<td>Memorandum of Agreement</td>
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<td>MOU</td>
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<td>USF</td>
<td>University of South Florida</td>
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4. **REFERENCES**

The Saffir/Simpson Hurricane Scale
National Weather Service
Hillsborough County Emergency Operations Center
Department of Homeland Security

5. **FORMS**

Staff Pre-Hurricane Assignment Card
Staff Post-Hurricane Assignment Card
Operators Pre-Hurricane Evacuation Card
Operators Post-Hurricane Evacuation Card
Vehicle – Equipment Usage Card
Vehicle Parking Locator

6. **REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS**

Generators
Purchase sufficient amounts of fuel - fuel all vehicles
Flashlights/Lanterns/Batteries
Drinking Water
First aid supplies
Portable radio with batteries
Coolers
Heavy-duty rain gear (jackets, pants, knee-high boots)
Sandbags, plastic sheeting, masking tape, plywood, Lexan
Toilet paper
Duct tape and large thick-ply garbage bags – to be used to cover and protect fare boxes and radios on all transit vehicles.

7. **PROCEDURE**

On or about April 1 of each year, the COO and the MOFM will initiate the annual recruitment of HART personnel for the HART Emergency Response Team. The list of voluntary and required team personnel will be in place and submitted to the COO by June 1.

Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1 of each year to determine changes that must be made. Information will be sent to the Document Control Librarian no later than May 15.

On May 1 of each year, the MOFM shall have maintenance personnel evaluate all facilities and structures for suitability. A final report shall be made and submitted to the DOM and COO by May 21. This report will include any issues that may impact the ability of the facilities and structures to withstand hurricane conditions.

On May 1 of each year, the DOM and the MOFM will review the Equipment Checklist and assure that all necessary emergency equipment is procured by May 31.
See the table below for specific dates and tasks that are required on an annual basis. While there is always some leeway in the dates each task is undertaken, all tasks should be completed prior to the active period of the hurricane season.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TASK</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1</td>
<td>Administrative staff begins review of Hurricane Emergency Plan</td>
</tr>
<tr>
<td>April 1</td>
<td>Recruiting for Emergency Response Team members begins</td>
</tr>
<tr>
<td>May 1</td>
<td>Evaluation of facilities &amp; structures completed. FEMA cards distributed to department managers.</td>
</tr>
<tr>
<td>May 1</td>
<td>COO &amp; MOFM to review Equipment Checklist and proceed with any required procurement process</td>
</tr>
<tr>
<td>May 15</td>
<td>Changes to information within Hurricane Emergency Plan to be sent to Document Control Librarian for processing</td>
</tr>
<tr>
<td>May 15</td>
<td>Copy of Plan sent to key personnel for review &amp; comment prior to June 1</td>
</tr>
<tr>
<td>May 21</td>
<td>MOFM to submit evaluation of facilities &amp; structures report to DOM and COO</td>
</tr>
<tr>
<td>May 31</td>
<td>All required equipment should be procured and on property</td>
</tr>
<tr>
<td>June 7</td>
<td>Copy of Plan sent to Chiefs for review and comment prior to briefing</td>
</tr>
<tr>
<td>Prior to June 15</td>
<td>DOM to conduct briefing on the Hurricane Emergency Plan to CEO and Executive Staff</td>
</tr>
</tbody>
</table>

7.1 Executive Staff

A. On or about June 15 of each year, the COO will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified and designated for each department.
2. A review of the “Information to Be Updated Yearly” checklist will be conducted for annual assignment of responsibilities.
3. Each employee will review and clarify his or her assignment functions and responsibilities.
4. A copy of the Plan, if completed, will be sent to all Chiefs for review prior to the June 15 briefing.
5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 15.

B. Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional emergency procedures will be identified as they pertain to the individual departments.
7.2 Managers

A. Ensure that all department personnel are familiar with and have reviewed the Plan.

B. Initiate annual voluntary "sign-up" of employees for the ERT. This sign-up process should also state that the employee must update any information that does not match their HR information.

C. Identify supervisory personnel who will be assigned to the ERT.

D. Coordinate assignment of all ERT members.

E. Identify areas to safely store equipment (i.e.: staff vehicles, vans, buses, streetcars).

F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).

G. Coordinate emergency purchasing agreements with Purchasing Department (onsite and offsite fuel).

1. Offsite diesel fuel for transit vehicles is only to be purchased at:
   a. Trillium CNG – for all CNG vehicles – 4612 50th St., Tampa, FL 33619. They are open 24 hours a day.
   b. Marathon Gas – for all non-CNG vehicles – 2611 N. 40th St., Tampa, FL 33619; or
   c. Citgo, 2610 N. 40th St., Tampa, FL 33619
      i. All stations are open and available 24 hours a day.

H. Ensure the availability of petty cash on hand (minimum $1,000).

I. Coordinate with the EOC regarding the status of emergency operations.

J. Coordinate with HART PIO for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #’s).

K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.

L. Address onsite and offsite security issues.

M. Contact contract security services.

N. Contact all offsite emergency vehicle storage sites to secure MOUs.

O. Ensure that safety procedures are in place, practiced and maintained by all personnel.

P. Prepare and update list of buses and vans most suitable for EOC evacuation and HART service.

7.3 Chief Executive Officer
A. On or about June 15 of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

8. GENERAL INFORMATION

A. There are four emergency power generators at the 21st Avenue facility. The administration building has emergency backup power provided by a 450Kw Kohler generator with a 1,000 gallon fuel tank. The preventive maintenance building has emergency backup power provided by a 125Kw Caterpillar generator with a 400 gallon fuel tank. The heavy maintenance building has an 80Kw Baldor generator with a 203 gallon fuel tank that provides emergency power to the fuel lane, maintenance supervisors' office, roof mounted ventilation fans and the CNG gas detection panel. The CNG fueling station has emergency backup power provided by a 1600Kw Baldor generator with a 7,000 gallon fuel tank. This generator will provide power for the continuous operation of the CNG fueling station to fill CNG vehicles for 90 run hours. During a power outage the emergency lights in the offices and hallways of all buildings may stay on for approximately 25 minutes from the time they are first activated.

1. Once a Hurricane Warning goes into effect, it is imperative to assure that all HART vehicles are fueled to “full”, the 21st Avenue fuel storage tanks are filled to maximum capacity, and arrangements are made throughout the hurricane season for offsite fueling locations.

2. In the event that the fuel pumping system goes down and we need to exercise the off-site emergency fuel plan, first contact the following Facilities personnel to report the problem:
   
   a. Technician on call 813-309-0255
   b. Assistant Manager of Facilities 813-309-1604
   c. Manager of Facilities 813-526-1302

3. After contacting the correct personnel, please call the Manager of Fleet Maintenance at 813-394-6440. Once all appropriate calls have been made, vehicles should be taken off property to be fueled for the duration of the outage.

B. The offsite diesel fuel for transit vehicles is only to be purchased at:

1. Trillium CNG – for all CNG vehicles – 4612 50th St., Tampa, FL 33619. They are open 24 hours a day.
2. Marathon Gas – for all non-CNG vehicles – 2611 N. 40th St., Tampa, FL 33619; or
3. Citgo, 2610 N. 40th St., Tampa, FL 33619
   
   a. All stations are open and available 24 hours a day.
C. HART leases four (4) satellite telephones for use during prolonged telephone service outages. COO will direct the distribution of the satellite phones as follows:

1. CEO
2. DOM
3. COO
4. Dispatch

In addition to having individual / specialized departmental procedures, each department should also submit an ERT volunteer list for those staff members who are willing to assist at the 21st Avenue and Ybor City facilities.

9. INFORMATION TO BE UPDATED YEARLY

1. Detailed Individual Departmental Procedures
2. Cell Phone Numbers for HART staff
3. HART Board of Directors contact information
4. Equipment and Supplies Inventory
5. HART Voluntary Hurricane Emergency Response Team Lists
6. EOC Emergency Routing and Maps
7. Hurricane Disaster Shelter List
8. Dedicated Hurricane Bus and Van List
9. Vehicle Dispersal Plan
10. Dispatch 24 hour Coverage and Personnel Schedule
11. Customer Service Personnel Schedule
12. Media Fax Numbers for Public Outreach
13. Disabled Clients / Agencies / Organizations Lists
14. Walkie-Talkie List
15. Contracts, MOUs, MOAs

10. ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

10.1 Boarding and Securing Facilities
A. Prior to the direct strike of a hurricane, the MOFM will ensure that the following safety precautions have been met at all HART facilities:

2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
3. Disconnect and, if necessary, relocate all computerized equipment.
4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
5. Where possible, move all items away from windows.
6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. Filing cabinets will be covered with plastic sheeting, taped, and left in the room.
7. All office equipment, should be placed on a solid object at least two feet above the floor. They shall be covered in plastic sheeting and taped.
8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.

B. Facilities Maintenance must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.

10.2 Information Technologies (IT)

A. Backup all computer data to one or more sources.

10.3 Fleet Movement

For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.

**Hurricane Vehicle Dispersal Plan**

**Fixed Route**

<table>
<thead>
<tr>
<th>Unit #s</th>
<th>USF Asset Type</th>
<th>Quantity</th>
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</thead>
<tbody>
<tr>
<td>1200 Fleet</td>
<td>Big Bus</td>
<td>14</td>
</tr>
<tr>
<td>1000 Fleet</td>
<td>Big Bus</td>
<td>29</td>
</tr>
<tr>
<td>1500 Fleet</td>
<td>Big Bus</td>
<td>22</td>
</tr>
<tr>
<td>2400 Fleet</td>
<td>Hybrid Bus</td>
<td>3</td>
</tr>
</tbody>
</table>

**Yukon**

68
1100 Fleet  Big Bus  12
2700 Fleet  Trolley  5
2300 Fleet  Small Bus  10
2300 Fleet  Big Bus  13
2200 Fleet  Small Bus  11
51

21st Avenue
2900 Fleet  Big Bus  30
2500 Fleet  Big Bus  12
2400 Fleet  Big Bus  16
2600 Fleet  Big Bus  12
70

Total 189 Vehicles

A. Once this process is activated, Maintenance and Operations will work together to determine the need to move HARTPlus vehicles, and any non-revenue vehicles to the offsite Yukon and USF locations.

B. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.

11. EMPLOYEE NOTIFICATION PROCESS

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

11.1 Pre-Storm

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.

B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.

   1. The work status of all Maintenance and Facilities personnel will be determined by the DOM.

   2. The DOM, or designee, will determine the work status of all fleet maintenance employees.
3. The appropriate Chiefs will determine the work status of all other HART personnel.

4. A transportation briefing room will be set up in the administration building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established in the 21st Avenue Training Rooms for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. **The Dispatch Hotline number is (813) 384-6372 or 813-626-3548. If this number is unavailable, call (813) 309-0692.**

E. All Maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT Maintenance personnel will be relieved first. All Maintenance personnel, once relieved of duty are to call the maintenance line daily at **(813) 384-6415** at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.

F. Employees are required to notify either Dispatch or Maintenance in the event of an emergency evacuation or relocation and leave a contact phone number.

11.2 Post-Storm

A. All HART personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. **If you are unsure of your status call the Dispatch Hotline number at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).**

D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

F. Non-essential personnel will be assigned to emergency support functions on an “as needed” basis.

G. Post-hurricane operations will deal primarily with the following priorities:
1. Recovery - Damage assessment (facilities, vehicles, and property)
2. Communication - Call back/contact of HART personnel
3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief’s briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART departments. The CCC will be located in the 21st Avenue Training Rooms. All Chiefs and Directors will receive their instructions at this location.

J. The TCC will be located in dispatch and the MCC will be in the maintenance conference room.

12. HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
## ATTACHMENT A – CELL PHONE LISTING

### Cell Phone User List (Updated 6/1/2015)

<table>
<thead>
<tr>
<th>Name</th>
<th>Area Code</th>
<th>Cell #</th>
<th>Department</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amaro, Vasti</td>
<td>813</td>
<td>309-1609</td>
<td>Maintenance</td>
<td>Director of Maintenance</td>
</tr>
<tr>
<td>Acevedo, Miguel</td>
<td>813</td>
<td>309-1106</td>
<td>Bus Transportation</td>
<td>Transit Supervisor</td>
</tr>
<tr>
<td>Andis, Robert</td>
<td>813</td>
<td>309-3482</td>
<td>Maintenance</td>
<td>Manager of Technical Services</td>
</tr>
<tr>
<td>Ball, Tom</td>
<td>813</td>
<td>309-1603</td>
<td>Operations</td>
<td>Van Transportation Manager</td>
</tr>
<tr>
<td>Barrett, Otash</td>
<td>813</td>
<td>283-8766</td>
<td>Bus Transportation</td>
<td>Transit Supervisor</td>
</tr>
<tr>
<td>Bartholomew, Michael</td>
<td>813</td>
<td>394-6296</td>
<td>Information Technology Services</td>
<td>Webmaster-Applications Programmer</td>
</tr>
<tr>
<td>Berrien, Sylvia</td>
<td>813</td>
<td>309-1617</td>
<td>Legal</td>
<td>Attorney</td>
</tr>
<tr>
<td>Brown, Joan</td>
<td>813</td>
<td>309-1619</td>
<td>Financial Operations</td>
<td>Director of Financial Operations</td>
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<tr>
<td>Burns, Alvin</td>
<td>813</td>
<td>373-0720</td>
<td>Procurement</td>
<td>Director of Procurement &amp; Contracts Administration</td>
</tr>
<tr>
<td>Campbell, Richard</td>
<td>813</td>
<td>309-2722</td>
<td>Safety &amp; Training</td>
<td>Training Specialist</td>
</tr>
<tr>
<td>Chenevert, Dara</td>
<td>813</td>
<td>309-0301</td>
<td>Human Resources</td>
<td>Director of Human Resources &amp; Organizational Development</td>
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<tr>
<td>Churchwell, Billy</td>
<td>813</td>
<td>309-1614</td>
<td>Maintenance</td>
<td>Route Maintenance Supervisor</td>
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<tr>
<td>Clemons, Ebony</td>
<td>813</td>
<td>394-7265</td>
<td>Risk</td>
<td>Workers' Comp.</td>
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<tr>
<td>Copeland, Gerald</td>
<td>813</td>
<td>309-1615</td>
<td>Marketing Services</td>
<td>Marketing Field Representative</td>
</tr>
<tr>
<td>Crescentini, Lynda</td>
<td>813</td>
<td>520-9118</td>
<td>Capital Planning &amp; Development</td>
<td>Project Manager III</td>
</tr>
<tr>
<td>DeArmas, Louis</td>
<td>813</td>
<td>309-1055</td>
<td>Bus Transportation</td>
<td>Transit Supervisor</td>
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<tr>
<td>Delgado, Joe</td>
<td>813</td>
<td>309-3483</td>
<td>Maintenance</td>
<td>Streetcar Maintenance Supervisor II</td>
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<tr>
<td>Dorsey, Robert</td>
<td>813</td>
<td>309-1627</td>
<td>Safety &amp; Training</td>
<td>Training Specialist</td>
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<tr>
<td>Eagan, Katharine</td>
<td>813</td>
<td>442-9892</td>
<td>Executive</td>
<td>Chief Executive Officer</td>
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<tr>
<td>Feliciano, Yailis</td>
<td>813</td>
<td>892-2580</td>
<td>Human Resources</td>
<td>Manager of Human Resources - Workforce Planning</td>
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<td>Fries, Tammy</td>
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<td>309-1602</td>
<td>Business Enterprise &amp; Safety</td>
<td>Project Coordinator III</td>
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<td>Feigenbaum, Steve</td>
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<td>309-3510</td>
<td>Service Development</td>
<td>Director of Service Development</td>
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<tr>
<td>Floater - Dispatch</td>
<td>813</td>
<td>455-9434</td>
<td>Operations</td>
<td>Dispatch</td>
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<td>Gonzalez, Jesus</td>
<td>813</td>
<td>309-1629</td>
<td>Maintenance</td>
<td>Transitway Supervisor</td>
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<td>Green, Kemly</td>
<td>813</td>
<td>326-9796</td>
<td>EEO &amp; Community Programs</td>
<td>Community Relations Specialist</td>
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<tr>
<td>Haney, Shannon</td>
<td>813</td>
<td>394-6228</td>
<td>Service Development</td>
<td>ITS Coordinator</td>
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<tr>
<td>Hays-Evon, Judy</td>
<td>813</td>
<td>431-2680</td>
<td>Information Systems</td>
<td>Administrative Assistant II</td>
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<tr>
<td>Hunt, Michael</td>
<td>813</td>
<td>309-1604</td>
<td>Maintenance</td>
<td>Assistant Manager of Facilities &amp; Streetcar Maint.</td>
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<tr>
<td>Johnson, Solleevon</td>
<td>813</td>
<td>394-6087</td>
<td>Risk</td>
<td>Risk Specialist III</td>
</tr>
<tr>
<td>Name</td>
<td>Phone</td>
<td>Department/Position</td>
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<td>Jones, Thomas</td>
<td>813 399-0631</td>
<td>Finance ESMS Coordinator</td>
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<tr>
<td>Kelsey, David</td>
<td>813 309-1623</td>
<td>Safety &amp; Training Safety and Security Administrator</td>
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<tr>
<td>Kendall, Rickey</td>
<td>813 309-1618</td>
<td>Risk Sr. Manager of Risk &amp; Environmental Safety</td>
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<tr>
<td>Kinning, Richard</td>
<td>813 394-6272</td>
<td>Information Technology Services Programmer Analyst-ERP</td>
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<tr>
<td>Lindie, David</td>
<td>813 309-2699</td>
<td>Information Technology Services Sr. Help Desk Technician</td>
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<tr>
<td>Maintenance Shop</td>
<td>813 309-0255</td>
<td>Maintenance Maintenance Supervisor</td>
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<td>Maintenance Svc. Truck</td>
<td>813 404-8251</td>
<td>Maintenance Service Truck</td>
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<tr>
<td>Maldonado, Marcus</td>
<td>813 618-6632</td>
<td>Information Technology Services Network Engineer</td>
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<tr>
<td>Martinez, Lori</td>
<td>813 373-1537</td>
<td>Customer Service Manager of Customer Service and Paratransit</td>
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<td>Mathe, Hughes</td>
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<td>Matos, Robert</td>
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<td>Matthews, Walter</td>
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<td>McCray, Pamela</td>
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<tr>
<td>McDaniell, Oscar</td>
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<td>McKinney, Steve</td>
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<td>Morris, James</td>
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<tr>
<td>Morrison, Sandra</td>
<td>813 545-5497</td>
<td>Executive Public Information Officer</td>
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<tr>
<td>Nunez, Emmanuel</td>
<td>813 394-6279</td>
<td>Budget and Revenue Accountant II - Revenue</td>
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<td>Pearson, Anthony</td>
<td>813 309-3481</td>
<td>Information Technology Services Programmer Analyst - ERP</td>
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<td>Petit, Lena</td>
<td>813 447-9232</td>
<td>Executive Executive Office Manager</td>
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<tr>
<td>Powell, Jake</td>
<td>813 455-9456</td>
<td>Bus Transportation Transit Supervisor</td>
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<tr>
<td>Prieto, Everardo</td>
<td>813 352-6805</td>
<td>Materials Management Inventory Control Supervisor</td>
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<tr>
<td>Quinones, Gabriel</td>
<td>813 455-9432</td>
<td>Information Technology Services Director of Information Technology Services</td>
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<tr>
<td>Randall, Shelley</td>
<td>813 892-2908</td>
<td>Human Resources Manager of Human Resources-Benefits Administration</td>
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<td>Reyes Burckard, Ruthie</td>
<td>813 480-2990</td>
<td>Operations Chief Operating Officer</td>
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<tr>
<td>Rioe, Reina</td>
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<td>Rivera, Norman</td>
<td>813 416-8155</td>
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<td>Rodriguez, Daniel</td>
<td>813 309-1616</td>
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<tr>
<td>Rosa, Luis</td>
<td>813 309-1619</td>
<td>Retail Sales Manager of Revenue &amp; Retail Sales</td>
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<tr>
<td>Rosen, Michael</td>
<td>813 294-3736</td>
<td>Legal Attorney</td>
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<td>Roy, Robert</td>
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<td>Director of Transportation</td>
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<tr>
<td>Sandusky, Marco</td>
<td>813 309-2453</td>
<td>Executive</td>
<td>Sr. Manager of EEO &amp; Community Programs</td>
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<td>Sapper, Deborah</td>
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<td>Safety &amp; Security</td>
<td>Safety and Security Specialist</td>
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<td>Seward, Jeffrey</td>
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<td>Chief Financial Officer</td>
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<td>813 309-0953</td>
<td>Business Enterprise &amp; Safety</td>
<td>Chief Business Enterprise &amp; Safety Officer</td>
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<td>Floater</td>
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<td>813 394-6234</td>
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<td>813 309-3494</td>
<td>Information Systems</td>
<td>Programmer Analyst-DBA</td>
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<tr>
<td>Williams, Carla</td>
<td>813 442-2733</td>
<td>EEO &amp; Community Programs</td>
<td>Community Relations Specialist</td>
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<tr>
<td>Wright, Hubert</td>
<td>813 309-0255</td>
<td>Facilities Maintenance</td>
<td>Facilities Maintenance Tech</td>
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ATTACHMENT B – GENERAL HURRICANE INFORMATION

1.0 NAMES FOR ATLANTIC STORMS

<table>
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<tr>
<th>2015</th>
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<tr>
<td>Ana</td>
<td>Alex</td>
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<tr>
<td>Bill</td>
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<td>Claudette</td>
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<td>Danny</td>
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<td>Joaquin</td>
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<td>Wanda</td>
<td>Walter</td>
<td>Whitney</td>
<td>William</td>
<td>Wendy</td>
</tr>
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</table>

Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
HART priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County's entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 HURRICANE SCALE

Storm size or force is based on the Saffir/Simpson Hurricane Scale. In 2012, the Scale underwent a minor modification in order to resolve awkwardness associated with conversions among the various units used for wind speed in advisory products. The change broadens the Category 4 wind speed range by one (1) mph at each end of the range, yielding a new range of 130-156 mph. This scale defines five categories as follows:

2.1 The Saffir-Simpson Hurricane Scale

<table>
<thead>
<tr>
<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage</td>
</tr>
<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
</tr>
<tr>
<td>Three</td>
<td>111-129 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>130-156 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains continuously lower than 10 feet ASL may be</td>
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flooded requiring massive evacuation of residential areas inland as far as 6 miles.

<table>
<thead>
<tr>
<th>Five</th>
<th>157 or Greater</th>
<th>28 ft</th>
<th>Catastrophic</th>
</tr>
</thead>
</table>
| Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located less than 15 feet ASL and within 500 yards of the shoreline. Massive evacuation of residential areas on low ground within 5 to 10 miles of the shoreline may be required.

2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

2.2.1 Hurricane Watch

HART will ready the Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the EOC announces a Hurricane Watch for Hillsborough County, the HART EOC contact will notify the COO. The COO, after approval of the CEO, will initiate the Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 19) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 39 mph, HART will cancel all paratransit and streetcar services.

2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Bus Operations shall continue until winds reach 35 mph or above, as directed by the CEO or his/her designee.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
• HART Executive management will advise HART employees when to report to work.
• All ERT personnel will be advised to be on standby for the hurricane.
• Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.
• Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.
• Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation

A. Level 0 - Routine. Normal service, regular operational mode.
B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.
C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.
D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.
E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.
F. Level 5 - Full Emergency Status. The HART 21st Avenue facilities expects to take a direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY

Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.

Bulletin: Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.
Gale Warnings: A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.

Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

Hurricane Center or "Eye": The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

Hurricane Warning: A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a Hurricane Warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

Hurricane Force Winds: Winds of 74 MPH (64 knots) and higher.

Hurricane Watch: An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane Watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A Hurricane Watch implies the possibility of dangerous conditions within 24-48 hours.

Latitude: The distance north or south of the equator, measured in degrees along the median.

Longitude: The distance east or west of Greenwich, measured in degrees.

Squall: A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

Storm Surge: The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.

Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning.
Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.

Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions

A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
B. Activation may be accelerated based on weather updates.
C. Members should prepare for rapidly changing situations.
D. Members will support numerous functions.

4.2 Team Planning Assumptions

A. HART base radio communications could become disabled.
B. All phone services could be disrupted, overloaded.
C. Roads may not be passable.
D. The ability to communicate with the EOC and our own team members may be impaired.
E. Confusion will abound.
F. Coordinators may find it difficult to coordinate team response.
G. Some team members may leave the area before the impact of the disaster.
H. Electricity, water and other public works may be disrupted.
I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION

The PIO, or designee, shall prepare information to advise HART customers of service based on data reports received from the EOC. The PIO shall prepare releases and submit these to the EOC Media Relations staff for distribution. The PIO may also work with the EOC to assist in distributing HART employee information. For more information about this procedure, see Attachment J – External Communications and Internal Communications.

6.0 EMERGENCY SHELTERS
The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.

HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 HURRICANE OPERATIONS

Once actual hurricane conditions exist, all HART services and facilities will be shut down subject to direction of the CEO or his/her designee.

8.0 DAMAGE ASSESSMENT/SURVEY

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the CEO and COO. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, stations and sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 RECOVERY OPERATIONS

Recovery is that phase of a disaster which occurs after emergency needs have been met; the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART employees and the community to return to some semblance of normal operations and normal life as soon as possible.

ATTACHMENT C – BOARD MEMBER CONTACTS
## ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES-2014

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura White</td>
<td>United Cerebral Palsy 2215 E Henry Ave, Tampa, FL 33610</td>
<td>813-239-1179 X-4148 Fax: 813-237-3091</td>
<td><a href="mailto:lwhite@urcpampa.org">lwhite@urcpampa.org</a></td>
</tr>
<tr>
<td>Sheryl Brown or Judy Brainn</td>
<td>Tampa Lighthouse for the Blind 1106 W Platt St, Tampa, FL 33606</td>
<td>813-251-2407 Fax: 813-254-4305</td>
<td><a href="mailto:sheryl.brown@tampalighthouse.org">sheryl.brown@tampalighthouse.org</a></td>
</tr>
<tr>
<td>Debbie Valdez or Michael Levine</td>
<td>Enhanced Parent Involvement FDLRS Employment Specialist 4210 W Bay Villa Ave, Tampa, FL 33611</td>
<td>813-637-7777 Fax: 813-637-7733</td>
<td><a href="mailto:debbie.valdez@sdc.h12.fl.us">debbie.valdez@sdc.h12.fl.us</a> or <a href="mailto:michael.levine@sdc.h12.fl.us">michael.levine@sdc.h12.fl.us</a></td>
</tr>
<tr>
<td>Finn Kavanagh</td>
<td>Self Reliance, Inc. 4901 N Armenia Ave, Tampa, FL 33604</td>
<td>813-375-3965 X-102 Fax: 813-375-3970</td>
<td><a href="mailto:fikavanagh@self-reliance.org">fikavanagh@self-reliance.org</a></td>
</tr>
<tr>
<td>Bonnie Jean Paulish</td>
<td>Tampa Bay Performing Arts Ctr 1010 N Macniece Place, Tampa, FL 33602</td>
<td>813-222-1062 Fax: 813-222-4897</td>
<td><a href="mailto:bonniejean.paulish@strascenter.org">bonniejean.paulish@strascenter.org</a></td>
</tr>
<tr>
<td>Zeke Barbosa or Francene Hazel</td>
<td>Senior Connection Center 6926 Brittany Way, Tampa, FL 33619</td>
<td>813-676-5587 Fax: 813-676-5564</td>
<td><a href="mailto:zeke.barbosa@agingflorida.com">zeke.barbosa@agingflorida.com</a> or <a href="mailto:francene.hazel@agingflorida.com">francene.hazel@agingflorida.com</a></td>
</tr>
<tr>
<td>Sharon Door</td>
<td>Disability Rights Florida 64th N Ashley Dr. St. 64th Tampa, FL 33602</td>
<td>813-855-5000 Fax: 813-855-4499</td>
<td><a href="mailto:sharon@wclfl.com">sharon@wclfl.com</a></td>
</tr>
<tr>
<td>Joann Martinez-Rivera</td>
<td>Division of Blind Services 415 S Armenia Ave, Tampa, FL 33609</td>
<td>813-871-7190 Fax: 813-871-7660</td>
<td><a href="mailto:joannm@disabilityrightsfiorida.org">joannm@disabilityrightsfiorida.org</a></td>
</tr>
<tr>
<td>Louise Peyton</td>
<td>St. Pete Times Forum 401 Channelside Dr, Tampa, FL 33602</td>
<td>813-871-7161 Fax: 813-871-7161</td>
<td><a href="mailto:lousie.peyton@rcbs.fido.org">lousie.peyton@rcbs.fido.org</a></td>
</tr>
<tr>
<td>Mary Miles</td>
<td>Hillsborough County School Board 4210 W Bay Villa Ave, Tampa, FL 33611</td>
<td>813-837-7777 Fax: 813-837-7702</td>
<td><a href="mailto:emily.cimino@sdc.h12.fl.us">emily.cimino@sdc.h12.fl.us</a></td>
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<tr>
<td>Emily Cimino</td>
<td>Sunshine Line 3402 N 22nd St, Tampa, FL 33605</td>
<td>813-276-8140 Fax: 813-272-5131</td>
<td><a href="mailto:clarksd@hillsboroughcounty.org">clarksd@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Ross Obarion</td>
<td>Sunrise Community 3714 W Kirby Street, Tampa, FL 33614</td>
<td>813-830-7823 Fax: 813-374-2096</td>
<td><a href="mailto:jeanmoore@sunrisegroup.com">jeanmoore@sunrisegroup.com</a></td>
</tr>
<tr>
<td>Jean Marie Moore</td>
<td>Goodwill Industries Suncoast, Inc. 5002 S Bridge St, Tampa, FL 33611</td>
<td>813-831-6988 Fax: 813-831-6819</td>
<td><a href="mailto:alice.patterson@goodwill-suncoast.com">alice.patterson@goodwill-suncoast.com</a></td>
</tr>
<tr>
<td>Scott Clark</td>
<td>Disability Rights Coordinator - City of Tampa Neighborhood Services Department Community Affairs Division 2105 N Nebraska Ave, Tampa, FL 33602</td>
<td>813-307-5595</td>
<td><a href="mailto:karen.sinnreich@tampa.tl.us">karen.sinnreich@tampa.tl.us</a></td>
</tr>
<tr>
<td>ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS</td>
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<tr>
<td>-----------------------------------------------------</td>
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<tr>
<td>American Red Cross ........................................... 813-438-4820</td>
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<tr>
<td>American Red Cross Disaster Assistance ................... 1-866-438-4636</td>
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<td>Clean City Division ............................................. 813-931-2140</td>
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<tr>
<td>Code Enforcement .................................................. 813-274-5545</td>
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<td></td>
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<tr>
<td>County Special Needs Shelter Registration ................. 813-272-5900</td>
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<tr>
<td>Crisis Center ....................................................... 211</td>
<td></td>
<td></td>
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<tr>
<td>Emergency Operations Center ................................... 813-236-3800</td>
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<tr>
<td>FEMA ........................................................................ 1-800-525-0321</td>
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<tr>
<td>Florida Dept. Agriculture &amp; Consumer Services ............. 1-800-435-7352</td>
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<tr>
<td>Florida Dept. Financial Services Consumer Help Line ........ 1-800-342-2762</td>
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<tr>
<td>Florida Division Emergency Management ...................... 1-850-413-9900</td>
<td></td>
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<tr>
<td>Hurricane Information Desk (City) ............................... 813-232-6890</td>
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<tr>
<td>Hurricane Information: Pre/Post Non-Emergency (County) ..... 813-272-5900</td>
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<tr>
<td>Hurricane Help Line (State) ....................................... 1-800-227-8676</td>
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<tr>
<td>McKay Bay Transfer Station/Scale House ....................... 813-242-7835</td>
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<tr>
<td>National Flood Insurance Program ............................... 1-888-356-6329</td>
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<tr>
<td>Neighborhood &amp; Community Relations ......................... 813-274-7835</td>
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<tr>
<td>Parks &amp; Recreation ................................................ 813-274-8615</td>
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<tr>
<td>Poison Control Hot Line .......................................... 1-800-222-1222</td>
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<tr>
<td>Police Department ................................................... 813-231-6130</td>
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<tr>
<td>Public Works Emergency - After Hours ......................... 813-622-1940</td>
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<td>Solid Waste Department ........................................... 813-348-1111</td>
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<tr>
<td>Storm Water Department ........................................... 813-622-1901</td>
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<td>TECO ....................................................................... 813-223-0800</td>
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<td>TECO Outage ......................................................... 1-877-588-1010</td>
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<td>Traffic/Travel Information ........................................ 511</td>
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<td>Tree Emergency ....................................................... 813-931-2168</td>
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<tr>
<td>Wastewater Department ............................................ 813-259-1693</td>
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<tr>
<td>Water Department Emergency Services ......................... 813-274-7400</td>
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</tbody>
</table>

Please visit our website at www.tampagov.net/neighborhoods for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under “My Tampa Address.”

If our office can be of further help, please do not hesitate to contact us at 274-7835.
## ATTACHMENT F – NON-HART EMERGENCY PHONE NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEOC</td>
<td>813-236-3800</td>
</tr>
<tr>
<td>Meteorologist</td>
<td>813-645-4111, 645-2323 or 453-6149</td>
</tr>
<tr>
<td>PSTA Dispatch</td>
<td>727-540-1839</td>
</tr>
<tr>
<td>PSTA Analog number</td>
<td>727-556-6371 – in case digital system goes down</td>
</tr>
<tr>
<td>YES Team</td>
<td>813-833-0738</td>
</tr>
<tr>
<td>St. Joseph’s Hospital</td>
<td>813-870-4000</td>
</tr>
<tr>
<td>ADT Security</td>
<td>800-238-2727 (Alarm service)</td>
</tr>
<tr>
<td>Allied Barton Security Services</td>
<td>813-620-6621 or Cell #813-404-2384 (Guard Service)</td>
</tr>
<tr>
<td>Ybor Flash Storm</td>
<td>813-622-1901 – Flooding problems – 24 hr. emergency</td>
</tr>
<tr>
<td>Quality Inn, 4955 East 18th Ave.</td>
<td>813-623-6000</td>
</tr>
<tr>
<td>off 50th St. North of I-4</td>
<td></td>
</tr>
<tr>
<td>Sunstate Wrecker Service Inc.</td>
<td>813-221-5505</td>
</tr>
</tbody>
</table>
ATTACHMENT G - HART HURRICANE FAQS

What is the HART emergency response team and who are its members?

The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Public Information, Marketing, Community Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?

If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?

There is a complete listing of all contact numbers in the HART 2015 Hurricane Plan. Copies are available.

How do I update my contact information?

Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. prior to any emergency. If there is a change following the storm, contact your supervisor with the updated information. All information held in HR must be accurate and current.

What are the hurricane stages?

For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- **Hurricane Watch** – issued 36 hours prior to the anticipated landfall of a hurricane
- **Hurricane Warning** – issued 24 hours prior to the anticipated landfall of a hurricane
- **Hurricane Operations**
- **Post-Hurricane Operations**

When does HART cease its operations?

HART CEO will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 35 miles per hour.

Where do I find the flood zones map?

Most hurricane guides show flood zones. Some downtown employees will have received a 2015 Hurricane Guide published by the Tampa Bay Regional Planning Council. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at:


**NOTE:** You can obtain specific information for your address there.

Can I seek shelter in HART facilities?

No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.

Where are hurricane shelters located? (Primary/special needs/pet)
An updated list of all hurricane shelters is available on the County website at: http://www.hillsboroughcounty.org/index.aspx?NID=663 which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

**What are the evacuation routes?**

HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org.

**How do I help to secure facilities/equipment?**

- If necessary, disconnect, cover and secure all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.
- Each department should have a hurricane plan specific to their departmental needs to be used in conjunction with this plan.

**What documentation must I secure?**

Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

**What is the employee notification process (pre/during/post storm)?**

- Section 11.0 – Employee Notification Process, outlines steps to be taken in the following instances:
  
  **G.** As the storm approaches your supervisor will advise you of the arrangement for the following day according to your departmental plan. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt; call the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

  - During the hurricane do not attempt to call HART. All operations are suspended.
  - Following a major hurricane you should contact the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining) or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

**When do I return to work?**

HART will make every attempt to resume service as quickly as possible following the storm. Check with your supervisor to see where and when to report. If you are unable to contact your
Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.

**Whom do I contact to find out about HART services status?**

You should contact either your supervisor, the HART customer service number (254-HART, 254-4278) or call the *Dispatch Hotline at (813) 384-6372 or 813-626-3548.*

**Where do I report if the Ybor City Office is closed?**

It is likely that in the event of a major hurricane the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

**What will be my pay status following the hurricane?**

If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

**Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?**

Your first duty is to your family. Contact your supervisor to make them aware of your particular circumstances. If you are unable to contact your supervisor, contact the 21st Avenue office (384-6600) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

**What are the post hurricane operations modes?**

- **Recovery** - Damage assessment (facilities, vehicles, and property)
- **Communication** - Call back/contact of HART personnel
- **Restoration** - Delivery of service

**Who can be assigned emergency support functions?**

Anyone; non-operations personnel will be assigned to emergency support functions on an “as needed” basis. This could include duties related to Recovery, Communication, or Restoration.

**What can I do if there is major devastation, service cannot be restored immediately, and I can’t return to my work assignments?**

If the “big one” makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT H – PROGRESSIVE SERVICE REDUCTION

1.0 Level “A” Reduction

Operation of Local Fixed-Route Service and MetroRapid
Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Bus Service
Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Paratransit Service
Continue in operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
Operate 40 minute headways as weather conditions permit.

2.0 Level “B” Reduction

Operation of Local Fixed-Route Service
Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit. A “cut off” time for evening and nighttime service may be implemented.

Streetcar Service
Operate 40 minute headways as weather conditions permit. A “cut off” time for evening and nighttime service may be implemented.

3.0 Level “C” Reduction

Operation of Local Fixed-Route Service
Transportation will run a “Reduced Route” weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

See “Reduced Route” Weekday Service Routes in 8.0 below.
Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
No service provided.

4.0 **Level “D” Reduction**

**Operation of Local Fixed-Route Service**
Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

5.0 **Level “E” Reduction**

**Operation of Local Fixed-Route Service**
Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Service and MetroRapid
No service provided.

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.
6.0 Level “F” Reduction

Operation of Local Fixed-Route Service

Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

7.0 Level “G” Reduction

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

Operation of Local Fixed-route Bus Service
No service provided.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
No service provided.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

8.0 Route Information as of May 20, 2015

Current weekday local service routes

1, 2, 4, 5, 6, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, (In Town Trolley 96 ), and 400. Total number of local weekday routes = 30
Current weekday express service routes

20, 21LX, 22, 24, 25, 27 28, 47LX, 51, 53, 61LX, 200. Total number of weekday express routes = 12

HARTFlex Service

Brandon, South County, Northdale, Town ‘N Country, and South Tampa

Current Saturday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 16, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, Total number of Saturday local routes = 20

Current Sunday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

“Reduced Route” Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (additionally - 16, 33, 37 if staffing allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of May 26, 2014

Express Staffing Requirements

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<thead>
<tr>
<th>Route</th>
<th>AM/PM</th>
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<tbody>
<tr>
<td>20X</td>
<td>2 AM / 2 PM</td>
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<tr>
<td>21LX</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>22X</td>
<td>2 AM / 2 PM</td>
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<tr>
<td>24X</td>
<td>6 AM / 6 PM</td>
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<td>25LX</td>
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<td>200X</td>
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<td>Total</td>
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Staffing Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
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</thead>
<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – 29 AM and possible 28 PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
</tbody>
</table>
### Streetcar
Normal Service will continue to run as long as weather conditions and manpower availability permit.

### Service Level B
Number of Operators Required for a 12 Hour Service Period:
- **Bus**: 64 operators needed for fixed route service – no express service.
- **HARTPlus**: Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level.
- **HARTFlex**: Normal Service will continue to run as long as weather conditions and manpower availability permit.
- **Streetcar**: Reduced Service will continue to run as long as weather conditions permit.

### Service Level C
Number of Operators Required for a 12 Hour Service Period:
- **Bus**: 40 operators needed for fixed route service – no express service.
- **HARTPlus**: Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level.
- **HARTFlex**: No service provided.
- **Streetcar**: No service provided.

### Service Level D
Number of Operators Required for a 12 Hour Service Period:
- **Bus**: 42 operators needed for fixed route service – no express service.
- **HARTPlus**: Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level.
- **HARTFlex**: No service provided.
- **Streetcar**: No service provided.

### Service Level E
Number of Operators Required for a 12 Hour Service Period:
- **Bus**: 36 operators needed for fixed route service – no express service.
- **HARTPlus**: Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level.
- **HARTFlex**: No service provided.
- **Streetcar**: No service provided.

### Service Level F
Number of Operators Required for a 12 Hour Service Period:
- **Bus**: Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided– one (1) bus and operator on each route.
- **HARTPlus**: Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level.
- **HARTFlex**: No service provided.
- **Streetcar**: No service provided.

### Service Level G
All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.
EOC Hurricane Evacuation Routing Manpower/Operator Requirement
Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

Moving of HART vehicles to off-site locations – Yukon and USF.
Depending on what time this movement begins and how much time is left after all other services have begun to cease, ten (10) to fifty (50) operators will be required to perform this function.

Securing Streetcars and Sub-stations
Upon discontinuing streetcar service, nine (9) streetcars will be secured inside the streetcar barn. The remaining streetcar will be secured with poles removed outside of the streetcar barn. Sub-stations will have entry points sealed.

10.0 Hours of Operation for Hurricane Team Operators
Current HART/ATU contract language provides as follows:

**ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES**

3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time. Spread time shall not exceed fifteen (15) hours.

11.0 Additional Contract Language Related to Hurricane Operations

**ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE**

1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority’s services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority’s operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.

4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority
personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the ‘Emergency Response Team’ will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.

5. Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.

6. Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.

12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators’ reports at 0350hrs and runs to 1400hrs - second group of operators’ reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon Centers.
ATTACHMENT I – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer’s instructions. The manufacturer’s instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. “Secured” means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
3.0 EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:

- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, and then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

**NOTE:** If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check the vehicle for passengers, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
ATTACHMENT J – MEDIA CONTACT LIST – 2014

1.0 TELEVISION STATIONS

Bay News 9  
E-mail: desk@baynews9.com  
Newsroom phone: (727) 329-2400 or 888-437-1239  
*First contact, if possible

WFLA-Ch. 8 (NBC)  
Email: news@wfla.com  
Newsroom phone: (813) 221-5788

WTVT-Ch. 13 (FOX)  
E-mail: news@wtvt.com  
Newsroom phone: (813) 870-9630

WTSP-Ch. 10 (CBS)  
E-mail: desk@tampabays10.com  
Newsroom phone: (727) 577-8550

WFTS – Ch. 28 (ABC)  
E-mail: newstips@wfts.com  
Newsroom phone: (813) 354-2800

WUSF- TV Ch. 16 (PBS)  
E-mail: news@wusf.org  
Phone: (813) 974-4000

WVEA-Ch. 62 (Univision)  
E-mail: noticiastampa@entravision.com  
Phone: (813) 998-3662

WRMD-Ch. 57 (Telemundo Tampa)  
E-mail: riciarde@zgsroup.com  
Phone: (813) 319-4949 Ext: 249  
Fax: (813) 319-0029

WFTT-DT (UniMas Tampa)  
E-mail: wfttpublicfile@univision.net  
Phone: (813) 998-3619  
Fax: (813) 813 998-3600

2.0 RADIO

Clear Channel:  
E-mail: rcbauer@clearchannel.com  
Phone: (813) 832-1000  
Fax: (813) 831-6397  
WBTP-FM 95.7 (the Beat)  
WXTB-FM 97.9 (98 Rock)  
WMTX-FM 100.7 (Mix)  
WMTX-HD 105.9 (Thunder)  
WFUS-FM 103.5 (US 1035)  
WFLZ-FM 93.3 (93-3 FLZ)  
WHNZ-AM 1250 (Impact Radio)  
WDAE-AM 620 (the Sports Animal)  
WFLA-AM 970  
news@970wfla.com  
News tip line: (813) 831-9797

Cox Radio  
E-mail: valerie.claus@coxtampa.com  
Phone: (727) 579-2000  
Fax: (727) 579-2662  
WWRM-FM 94.9 (Magic)  
WDUV-FM 105.5 (Dove)  
WPOI-FM 101.5 (Point)  
WXGL-FM 107.3 (the Eagle)  
WHPT-FM 102.5  
WSUN-FM 97.1 (97X)

CBS Radio  
E-mail: rblock@wsjt.com  
Phone: (727) 563-8941  
Fax: (727) 563-8902  
WLLD-FM 98.7 (Wild)  
WSJT-FM 94.1  
WRBQ-FM 104.7  
E-Mail: mike.culotta@cbs.com  
Phone: (813) 637-7825  
Fax: (814) 289-0408  
WQYK-FM 99.5  
WQYK-AM 1010  
WYUU-FM 92.5
3.0 ALTERNATE MEDIA

WMNF-FM 88.5
E-mail: newsroom@wmnf.org
Phone: (813) 238-8001

WUSF-FM 89.7
E-mail: news@wusf.org
Phone: (813) 974-8700

WWBA-AM 1040
E-mail: studio@wwba1040.com
Phone: (813) 281-1040
(Fax: (813) 281-1948)

WWMI-AM 1380 (Radio Disney)
E-mail: drew.rashbaum@abc.com
Phone: (727) 577-4500
Fax: (727) 579-1340

WRMD-AM 680 (Genesis)
E-mail: genesis680.com
Phone: (813) 637-8000

WLCC –AM 760 (Radio Luz)
Faith Talk 570 and 910 WTBN
E-mail: IvetteP@salemtampa.com
Phone: (813) 639-1903

WAMA-AM 1550 (LA LEY)
E-mail: Patrick@megastations.net
Phone: (813) 319-5757

WTMP-AM 1150 and FM 96.1
E-mail: loumuhammad@tampabroadcasting.com
Phone: (813) 620-1300
Fax: (813) 628-0713

WLLC-AM 760
E-mail: angela@toplinebroadcasting.com
Phone: (813) 871-1819

4.0 RADIO TRAFFIC

Metro Traffic Control
E-mail: tampa_producer@metronetworks.com
Phone: (813) 875-8500
Fax: (813) 876-5125

5.0 NEWSPAPERS

Tampa Tribune
E-mail: new@tampatrib.com
Newsroom phone: (813) 259-7600
TBO newsroom: (813) 259-8055

CENTRO Tampa
E-mail: info@centrotampa.com
Newsroom phone: (813) 259-8183

Tampa Bay Times
Tampa Bureau
E-mail: local@tampabay.com
Tampa: tampanews@tampabay.com
Newsroom phone: (813) 226-3303

Florida Sentinel bulletin
E-mail: ghayes@flsentinel.com
Phone: (813) 248-1921

La Gaceta
E-mail: gsuidut@lagacetanewspaper.com
Phone: (813) 248-3921
Fax: (813) 247-5357

La Gaceta Latina
Phone: (813) 936-4024
Fax: (813) 333-5984

Tampa Bay Business Journal
Email: bmill@bizjournals.com
Phone: 813-873-8225
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jasielonisk@hillsboroughcounty.org
<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>HURRICANE EMERGENCY PLAN</th>
</tr>
</thead>
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<td>REV</td>
</tr>
<tr>
<td>ASOP-0001R9</td>
<td>9</td>
</tr>
</tbody>
</table>

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jdoherty@macdonaldcenter.org
jet2001904@hotmail.com
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tuchmana@gohart.org

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cwade@coxtampa.com
wilquiuno@hotmail.com

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Z
ferdinand.zogbaum@baynews9.com
zac.atwood@ci.tampa.fl.us
7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Information Officer or the designee will make use of the “Constant Contact” online e-mail service to issue alerts to the HART Board, Tampa Historic Streetcar Board and HART senior staff.

A. Utilizing the HART account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers.

B. The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.

C. A hard copy of the e-mail list is included in this hurricane plan.

D. The PIO and Marketing Associate are the primary users of Constant Contact. If these staff members are not available to issue alerts, use the hard copy list of e-mail addresses in this hurricane plan.

HART Storm Service Status

Media Alert

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION)
PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - July 11, 2015- With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services service on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTinfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.
(Include the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(Include the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC), HART's Emergency Evacuation Bus Routes will begin operation at (time) on (date). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.hartline.org or by calling the HARTinfo Line at (813) 254-HART (4278).

Areas not covered by HART's Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6900. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(Include the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART's Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.hartline.org, and click on "Emergency Evacuation Routes."

Sandra Morrison
Public Information Officer
e-mail: MorrisonS@goHART.org
phone: (813) 384-6610
cell phone: (813) 545-5497
MEDIA ALERT

Please note that the automatic signature will be as follows:

Sandra Morrison
Public Information Officer
Hillsborough Area Regional Transit
Office: 813-384-6610
Cell: 813-545-5497
morrisons@goHART.org

If a designee is using Media Alert, then the correct contact information should be noted.

MEDIA ALERT

INSTRUCTIONS FOR USING MEDIA ALERT WEB SITE
MESSAGE-POSTING PAGE.

1) Go to web site www.media-alert.com
2) Click “POST”
3) Type in your entry code as:
   m3diaalertpi0
   (all lower case and final character is the numeral zero)
4) Enter the e-mail address to which you want “results verification” sent
5) Enter your Media Alert login (we will furnish to you)
6) Enter your Media Alert password (we will furnish to you), then click
   on “Submit & Verify”
7) In the large text box, type in or paste in and edit your story
8) If you have no photo to post, skip to step 13
9) If you have a photo to post, click “yes” button below the big text box
10) Enter a caption in the “Please Enter Photo Subject Name” box
11) Click the Browse button and locate and enter your photo or graphic
12) Enter a short description (less than 1000 characters) of your graphic
13) Click “Send Message” once and please be patient. Processing should
    take less than 60 seconds
14) You should receive a “Success!” message page plus other information
15) Your e-mailed verification will contain your entire story as posted for
    you to file or attach to other documents as necessary

QUICK ALERT EMERGENCY NUMBER -- 877-332-3017
This is a 24/7 answering service which will transcribe and transmit a short
message when a computer is not available to you. When the operator answers,
identify yourself and tell him/her what your Login is, so your agency is
accurately identified and your personal distribution list is alerted.

AUTOFAX NUMBER -- 888-456-0490
You can send a FAX document over Media Alert. Notify us the FAX numbers
from which you will be sending your FAXs. We will convert them to PDFs and
send them to the media within 60-seconds.
EXTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates
(Includes PIO and COO)
Changes in service finalized by Chiefs

PIO Drafts News Releases About HART Service

PIO Must Seek Approval from CEO and 1 Additional Chief
Before All Final News Releases Are Distributed!

EOC Media Relations Office
(See Attachment B-5)

Constant Contact List for
HART Board, THS Board and
HART Senior Staff
(See Attachment J-1)

Dispatch

Online Posting: HART website
and social media

As a last resort, use the Media Alert system to
communicate with media if external information is not
being distributed via the EOC Media Relations Office.
See Attachment J-3
ATTACHMENT K – HOMELAND SECURITY SUMMARY

Office of Infrastructure Protection
Tampa Area Hurricane Analysis Summary

Scenario Storm Characteristics
- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St Petersburg, and Orlando FL

<table>
<thead>
<tr>
<th>Population within Potential Surge Zones (population within each flood depth range)</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>16+ feet</td>
<td>2,400</td>
</tr>
<tr>
<td>11-15 feet</td>
<td>22,500</td>
</tr>
<tr>
<td>9-10 feet</td>
<td>27,100</td>
</tr>
<tr>
<td>6-8 feet</td>
<td>98,700</td>
</tr>
<tr>
<td>1-5 feet</td>
<td>602,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Population Impacted by Potential Power Outages (widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida)</th>
<th>Affected</th>
<th>7 days</th>
<th>10+ days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Times to restoration are after damage assessment</td>
<td>&gt; 2,200,000</td>
<td>75% restored</td>
<td>Fully restored</td>
</tr>
</tbody>
</table>

Estimated Economic Impacts
- Direct costs for business interruptions: $1-2 billion
- Total costs for business interruptions: $3-4 billion

Facilities of Interest
- Major Seaports: Port of Tampa, FL
- Major Transportation Routes: I-75
- Expected Major Airport Closures: Orlando International, Tampa International
- Water Distribution Treatment Plants (impacted by potential storm surge): Tampa Bay Groundwater Treatment Plant
- Major Wastewater Treatment Facilities (large plants impacted by storm surge): Howard F. Currim Advanced Wastewater Treatment Plant

CONTACT: nicc@dhs.gov
National Infrastructure Simulation and Analysis Center
May 17, 2007
### Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>M</td>
<td>• Could impact the citrus crop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Local damage will be severe but is unlikely to impact the broader market for agricultural commodities</td>
</tr>
<tr>
<td>Banks &amp; Finance</td>
<td>L</td>
<td>• No long-term impacts expected due to backup systems but electronic transfers could be affected due to loss of electric power and telecommunications services</td>
</tr>
<tr>
<td>Chemical: Plants</td>
<td>M</td>
<td>• Primary Tampa-area chemical facilities process locally-mined ammonia, phosphates for use in agriculture, and represent 54% of U.S. processing capacity</td>
</tr>
<tr>
<td>Commercial Facilities</td>
<td>L</td>
<td>• Impacts not major; loss of business due to electric power outages</td>
</tr>
<tr>
<td>Dams</td>
<td></td>
<td>• Not analyzed</td>
</tr>
<tr>
<td>Defense Industrial Base</td>
<td></td>
<td>• Not analyzed</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>M</td>
<td>• Emergency response delays expected due to transportation, electrical power, and telecommunications disruptions</td>
</tr>
<tr>
<td>Energy: Electric Power</td>
<td>H</td>
<td>• Widespread power outages expected around the Tampa Bay area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Localized outages expected in the rest of the study area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 75% restoration expected within 7 days following damage assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Full restoration may take over 10 days following damage assessment</td>
</tr>
<tr>
<td>Energy: Natural Gas</td>
<td>L</td>
<td>• 4 compressor stations and no processing plants in affected area</td>
</tr>
<tr>
<td>Energy: Petroleum</td>
<td>H</td>
<td>• No refineries in the area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Many refined products are imported through the Port of Tampa. If this port is damaged there could be fuel shortages in the area</td>
</tr>
<tr>
<td>Government Facilities</td>
<td>L</td>
<td>• Impacts may be locally or regionally significant</td>
</tr>
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<td>Nuclear Facilities</td>
<td>L</td>
<td>• No nuclear power plants in the study area</td>
</tr>
<tr>
<td>Postal &amp; Shipping</td>
<td>M</td>
<td>• Expect delays due to transportation impacts</td>
</tr>
<tr>
<td>Hospitals &amp; Nursing Homes</td>
<td>M</td>
<td>• Evacuations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities</td>
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<tr>
<td>Telecom: Wireline</td>
<td>H</td>
<td>• Expect damage to telecommunications infrastructure (poles and overhead lines) especially in the Tampa Bay area</td>
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<tr>
<td></td>
<td></td>
<td>• Restoration of full service may take weeks</td>
</tr>
<tr>
<td>Telecom: Wireless</td>
<td></td>
<td>• Not analyzed</td>
</tr>
<tr>
<td>Transport: Road/Rail</td>
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<td>• Ground transportation impacts due to flooding and debris and I-75 could be impacted due to flooding and storm debris</td>
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<tr>
<td>Transport: Airports</td>
<td></td>
<td>• Potential airport closures in Tampa and Orlando</td>
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<tr>
<td>Transport: Seaports</td>
<td>H</td>
<td>• Port of Tampa expected to be impacted</td>
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<tr>
<td></td>
<td></td>
<td>• Area relies on petroleum products shipped through this port</td>
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<tr>
<td>Water: Drinking Water</td>
<td>M</td>
<td>• Two regional water treatment plants comprise the Tampa Bay water supply</td>
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<tr>
<td></td>
<td></td>
<td>• Water distribution relies on pumps which are reliant on electric power to transport fluids</td>
</tr>
<tr>
<td>Water: Wastewater</td>
<td>M</td>
<td>• Howard F. Curnin Advanced Wastewater Treatment Plant treats all wastewater</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Discharged to the City of Tampa system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• St. Petersburg’s wastewater treatment system consists of over 1,400 miles of collection mains</td>
</tr>
</tbody>
</table>
TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in the Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors’ six previous years of seasonal forecasts for Atlantic TC activity from 2008-2013.

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### Hurricane Emergency Plan

**SUBJECT:**

**HURRICANE EMERGENCY PLAN**

**SOP NUMBER:**

**ASOP-0001R9**

**REV:**

**PAGE:**

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<td>164</td>
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### HOW TERRORISTS MIGHT EXPLOIT A HURRICANE

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaida to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target evacuation...
routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

**EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK**

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable, their locations shift, and intensity varies. However, it is conceivable that a terrorist group like al-Qaeda, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.

- Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.
- Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

**THREATS ON SITE AND THE HURRICANE LIFECYCLE**

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

**Entire Life Cycle**

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.

**Entire Hurricane Lifecycle**

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
Hostage Situation or Attack on Evacuation Shelters

- High value target to incite panic
- Destroying a place of refuge will cause a loss of confidence in the government’s ability to protect its citizens
- Mass of population along transportation infrastructure (e.g. bridges, tunnels)
- Minimal security, numerous bags and suitcases, concentrated population
- Manned by volunteers (e.g.-lax security)

Cyber attacks

- Confusion
- Economic impact
- Public agitation
- Confusion through erroneous information
- Terrorists may exploit key web sites to pass erroneous information
- May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc
- Denial of service, network intrusions, release of malicious codes

Impersonation of first responder personnel

- Moderate Panic
- Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance

Pre-Event

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeting of Evacuation Routes</td>
<td>• Mass panic&lt;br&gt;• Possible high casualties&lt;br&gt;• Destabilization&lt;br&gt;• Loss of public confidence in the government&lt;br&gt;• Immobile population&lt;br&gt;• Increased media coverage</td>
<td>• Soft target&lt;br&gt;• Mass of population along the transportation infrastructure (key choke points)&lt;br&gt;• High profile nature&lt;br&gt;• Clearly identified evacuation routes susceptible to attack&lt;br&gt;• Could lead to a failure to evacuate</td>
</tr>
<tr>
<td>Critical Infrastructure Surveillance</td>
<td>• Low initial value; yet useful information for future attacks&lt;br&gt;• Detailed reconnaissance opportunity</td>
<td>• Preparation procedures may be easily observed&lt;br&gt;• Terrorists adapt strategically not tactically</td>
</tr>
</tbody>
</table>
| Targeting of a shopping mall, grocery store or home improvement center as public prepares | • Possible high casualties  
• Destabilization and fear  
• Panic  
• High media coverage | • Congregation of population  
• Low security |
During Event

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

### During Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Attack on Critical Infrastructure and Key Assets | • High shock value  
• Low panic since population is immobile | • Decreased security presence  
• Weakened infrastructure from a natural event  
• Hostage opportunities  
• Potential reduction of personnel |
| Cyber attack on 9-11 Call Centers and Emergency Broadcast Network | • Moderate public panic | • Increased reliance on emergency communications during an event  
• Increased volume may impact system |
| Physical or Cyber Attack on Communication Towers and Infrastructures | • Confusion  
• Hamper ability to respond  
• Loss of life  
• Incite panic | • Communication is critical to respond to an attack, but is potentially vulnerable to a target attack, either cyber or physical |
| Increased Access, Ability to Attack via Tidal Surge | • Variable depending on what target and the method of attack | • May utilize flooding to access infrastructure  
• Tidal surge may destroy key security measures at facilities  
• May provide access via water to critical sites, attacks on dams |

Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.
Post-Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>
| Contamination in Distribution Chain of Emergency Relief | • Stress public health system  
• Increase media coverage  
• Further destabilization | • Low security  
• New distribution mechanisms without clarified roles |
| Bomb threats or CBW Hoax                     | • Panic  
• Stress public health system  
• Increase media coverage | • High alert of the public  
• Weakened emergency response capabilities  
• Overloading of hospitals and health care infrastructure |

Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.

HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)

The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.
I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today’s connected world.

III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.
These suggested items are not intended to replace a company's or facility's Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
- Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID’s/passwords).
- Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.

Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED’s, and controllers associated with the system under control prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.
- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.
- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to bypass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.
- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.
- Ensure hardware has current firmware (with security updates) installed.
- Ensure systems are set to fail in a “safe” mode.
- Ensure hardware is configured in compliance with established security policies and procedures.
- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

Verify Software

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.
- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).
- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
  - Patch and test any new systems or components that will be installed.
  - Test that anti-virus software will not impact control system performance.
- Ensure systems are set to fail in a “safe” mode.
- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.
- Systems should be secured before being attached to a network. Software downloads should be performed from systems “trusted” to be secure.

Secure Remote Support
- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
  - If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.
  - Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.
  - Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

Secure Communication Paths

- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.

- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.

- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cyber security measures are implemented.

- If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.

- Secure control network internal communications.

- Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.

Safely and Securely Start Control Processes
• Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.

• Ensure safety systems are in place and operating properly before attempting to restart control process.

• Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.

• If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.

• Restart process.
  o Put extra eyes on watching safety and control system displays during restart.
  o Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything “checks-out” OK, establish necessary external communications securely as described in section on “Secure Communication Paths.”

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA’s), Sector Coordinating Councils, and sector ISACs to provide status and share information, lessons learned, and data that can be utilized to develop timely situational awareness on the health of critical infrastructure sectors in the areas impacted by the hurricane.

DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure
manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

**FEDERAL EMERGENCY RELIEF PROCESS**
(The following information is provided by APTA)

**Basic Process**

- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.

- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. **It is this request which must discuss the needs and efforts of the transit system.** The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.

- FEMA staff reviews the Governor’s request and makes recommendation to the President on request.

- The President makes a determination granting or denying the request in whole or part.

- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.

- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

**What Can Transit Do To Be Included**

- As early as possible during the situation, contact the Governor’s office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the Governor’s request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.

- During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include “other state agencies… as needed”. If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.

- If the original Governor’s request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional SUPPLEMENTARY assistance within 30 days of the termination of the incident or the
Declaration, whichever is later. Contact the Governor’s office and try to have them make a supplementary request.

- If the original Governor’s request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor’s office and try to get an appeal of an adverse decision.

- It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state’s Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
ATTACHMENT L – DEPARTMENTAL TELEPHONE CONTACT TREE

HART EOC Representative E-mail Group for Hurricane Status Updates
Chief Financial Officer Telephone Contact Tree
Marketing Telephone Contact Tree

- Sr. Manager, Marketing Services
  - Marketing Field Representative
  - Marketing Associate
  - Sr. Graphic Designer
  - Graphic Technician II
Chief Operating Officer Telephone Contact Tree – Maintenance Department on following page.
Director of Maintenance Telephone Contact Tree
Risk and Environmental Safety Telephone Contact Tree
ATTACHMENT M – MEMORANDUM OF UNDERSTANDING FROM USF

HART
Hillsborough Area Regional Transit Authority
1201 E. 7th Avenue • Tampa, Florida 33605
(813) 384-6600 • fax (813) 384-6284 • www.goHART.org

April 17, 2015

Ms. Judy Genshaft
President
University of South Florida
4202 E. Fowler Avenue
Tampa, Florida 33620

Dear President Genshaft:

The Hillsborough Transit Authority (a.k.a. HART) has developed an Emergency Preparedness Plan as members of the Hillsborough County Emergency Operations Center. During an emergency, it may become necessary to divert HART’s fleet of buses and support vehicles to several alternate locations in order to assure that the Authority can maintain an adequate number of vehicles to meet the transportation needs of the community.

HART is seeking approval to stage 40 to 50 buses/support vehicles in an identified and authorized parking area on USF property. During the emergency, such as a hurricane, the HART vehicles would be staged in the USF identified parking area for the duration of the storm. In the event of an emergency requiring the relocation of HART vehicles to USF property, a HART representative will contact the University Police Dispatch Center at (813) 974-2628 to begin the coordination of activities.

HART will take care not to harm or damage USF property and will accept liability for any property damage caused by its vehicles up to the limits stated in FS 768.28. HART is a self-insured State chartered entity for general liability exposures. A Certificate of Liability Insurance is attached.

As agreed by both parties (2) two additional provisions are included in this Memorandum of Understanding (MOU); (1) the agreement has a term of two years from the date of signature, and may be renewed for an additional two year period by the mutual agreement of the parties. (2) this agreement can be terminated by either party providing 30 days written notice.

HART hopes to continue a long and lasting relationship with USF, and appreciates the support and assistance provided. If there are any questions regarding this matter, please feel free to contact me at (813) 384-6622.

Sincerely,

Rickey Kendall
Risk & Environmental Safety Director
Hillsborough Transit Authority

Through this Memorandum of Understanding, I agree to allow the Hillsborough Transit Authority in the event of an emergency (hurricane or storm) to use an area identified by USF as a Staging area.

Approved as to Form and Legal Sufficiency


DATE: 28 Apr 15
Exhibit 1 – FEMA Flood Hazard Zone Map

<table>
<thead>
<tr>
<th>Location</th>
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<tr>
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<tr>
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<tr>
<td>Netpark</td>
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<tr>
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<td>0</td>
</tr>
<tr>
<td>MTC</td>
<td>4</td>
</tr>
<tr>
<td>Northwest</td>
<td>3</td>
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</table>
Exhibit 2 – Hillsborough County Evacuation Map & Shelters

During an evacuation, HART buses run special routes in the greater Tampa area for people who need transportation to shelters. For route maps go to ftwireride.org or call the HARTline at (813) 254-4222. This information is also available at Hillsborough County Emergency Management or by calling the Hillsborough Sheriff at (813) 272-8900.

south and east Hillsborough County, Hillsborough school boards also run special evacuation routes for people needing transportation to shelters. Information on these routes may be found at HillsboroughCounty.gov or by calling the Hillsborough Sheriff at (813) 272-8900.

low-intensity shelters

- McDonald Middle School
- Seminole Middle School
- Parkview Elementary
- Lutz Elementary
- Land O' Lakes Elementary
- Brandon Middle School
- Sun Plaza Elementary

High-intensity shelters

- Tampa Bay Shield at 8th Avenue and Charlotte Street
- Brandon High School
- Sun Plaza Middle School
- Brandon Middle School
- Sun Plaza Elementary
- Clearwater Elementary
- Clearwater Middle School
- Clearwater High School

Shelter locations

- Tampa Bay Shield
- Brandon High School
- Sun Plaza Middle School
- Brandon Middle School
- Sun Plaza Elementary
- Clearwater Elementary
- Clearwater Middle School
- Clearwater High School

Hillsborough County evacuation map and shelters

- Tampa Bay Shield
- Brandon High School
- Sun Plaza Middle School
- Brandon Middle School
- Sun Plaza Elementary
- Clearwater Elementary
- Clearwater Middle School
- Clearwater High School

Shelter locations

- Tampa Bay Shield
- Brandon High School
- Sun Plaza Middle School
- Brandon Middle School
- Sun Plaza Elementary
- Clearwater Elementary
- Clearwater Middle School
- Clearwater High School

* Shelters listed will open for storms at the lower end of the intensity scale. ** In addition to those shelters on the first list, these shelters will open for higher intensity storms threatening Hillsborough County.
**Exhibit 3 - Alternate Site Vehicle Parking Log**

**HURRICANE ALTERNATE SITE**  
**VEHICLE PARKING LOG**

<table>
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<th>OPERATOR</th>
<th>PR#</th>
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<th>TIME RETURNED TO BASE</th>
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Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: __________ Name: __________ PR#: __________

On Time: __________ Off Time: __________ Total Hours: __________

Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________

Narrative of Assignment:

________________________________________________________________________

________________________________________________________________________

Staff Post-Hurricane Assignment Card

Date: __________ Name: __________ PR#: __________

On Time: __________ Off Time: __________ Total Hours: __________

Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________

Narrative of Assignment:

________________________________________________________________________

________________________________________________________________________

Vehicle - Equipment Usage Card

Date: __________ Name: __________ PR#: __________

Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________

On Time: __________ Off Time: __________ Total Hours: __________

Fuel Type: ☐ Gasoline ☐ Diesel ☐ Propane ☐ Hybrid

Type of Vehicle or Equipment:

________________________________________________________________________

________________________________________________________________________
### Operators Pre-Hurricane Evacuation Card

<table>
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<th>Name:</th>
<th>PR#</th>
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<th># of Passengers:</th>
<th># Wheelchair Patrons:</th>
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Special Instructions:

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### Operators Post-Hurricane Evacuation Card

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<th>Name:</th>
<th>PR#</th>
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<th>Vehicle #:</th>
<th>Beginning Mileage:</th>
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<th>Total Hours:</th>
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</table>

Special Instructions:

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Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Exhibit 6 – Map of USF Campus

MAP OF UNIVERSITY OF SOUTH FLORIDA CAMPUS

DETAIL OF PARKING SECTION 43
Exhibit 7 – Emergency Evacuation Routes and Maps
Route # A
Davis Isl. / Florida Ave. to Pizzo Elementary
USF Shelter # 11

ROUTING
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)
Starting Point-----Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
onto Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on So. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_____Trip #4_____Trip #7_____
Trip #2_____Trip #5_____Trip #8_____
Trip #3_____Trip #6_____Trip #9_____

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # B  
Nebraska Ave. to Pizzo Elem. School  
Shelter #11

ROUTING
Starting Point----22nd St. @ Maritime Blvd.  
Proceed North on 22nd St. to a  
L. on Corrine St. to a  
R. on 20th St. turns into 22nd St. to a  
L. on 4th Ave. to a  
R. on 15th St. to a  
L. on 7th Ave. to a  
L. on Nuccio to a  
Left on Nebraska Ave. to a  
R. on Kennedy Blvd. to a  
L. on Pierce St. to a  
R. on Whitting St. to a  
R. on Marion St. to MTC (stop @ R.t.-18 slot) Circle building (Laurel / Morgan /Harrison) to a  
L. on Marion St. to a  
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)  
L. on Nebraska Ave. to a  
R. on Skipper Rd. to a  
R. on Bearss Ave. to a  
R. on B. B. Downs to a  
L. on Fowler Ave. to a  
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)  
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a  
R. on Fowler Ave. to a  
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off-----  
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)  
Trip #1_____Trip #4_____Trip #7_____  
Trip #2_____Trip #5_____Trip #8_____  
Trip #3_____Trip #6_____Trip #9_____  

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.  
• Total number of trips – outbound and inbound – must be counted.  
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.  
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
• No weapons, alcohol or flammable material will be allowed on bus shelters  
• One (1) carryon bag allowed per person.  
• Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE #C
22nd St. Causeway to Doby Elem. School
Shelter # 54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1____ Trip #4____ Trip #7____
Trip #2____ Trip #5____ Trip #8____
Trip #3____ Trip #6____ Trip #9____

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross

Updated 4/30/08
Route #C Map
Route # D
MacDill Credit Union
(Central Peninsular) / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point-----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
R. Gunn Hwy.
R. on Citrus Pointe Dr.
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______ Trip #4______ Trip #7______
Trip #2______ Trip #5______ Trip #8______
Trip #3______ Trip #6______ Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 5/10/11
Route # D Map

Sgt. Smith Middle School
Sheldon Rd. @ Gunn Hwy.

Route D

Operator Routing to Red Cross Shelter
Official Evacuation Routing
Route #E  
Port Tampa-West Shore  
Middleton High School  
Shelter# 5

ROUTING
Starting Point----Commerce & Mascotte  
R. Idaho  
R. Elliott to a  
R. on Ingraham to a  
L. on Kissimmee to a  
R. Commerce St. (turns into Westshore Blvd.)  
* Stay left around bend at Interbay Blvd.  
Go across RxR crossing -Westshore to a  
R. on El Prado to a  
L. on Manhattan Ave. to a  
R. on Bay to Bay to a  
L. on MacDill Ave. to a  
R. Martin Luther King Jr. Blvd.  
L. on 22nd St. to a  
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a  
R. on 22nd St. to a  
L. Hillsborough Ave. to a  
L. on Nebraska Ave. to a  
R. on Martin Luther King Jr. Blvd. to a  
L. on Dale Mabry Hwy. To a  
R. on El Prado to a  
L. Westshore Blvd.  
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off------  
Miles from Drop off to Start------  
Passenger count (use Key #3, outbound only)  
Trip #1 Trip #4 Trip #7  
Trip #2 Trip #5 Trip #8  
Trip #3 Trip #6 Trip #9  

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.  
- Total number of trips – outbound and inbound – must be counted.  
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.  
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
- No weapons, alcohol or flammable material will be allowed on bus shelters  
- One (1) carryon bag allowed per person.  
- Food will be provided by the Red Cross.

Updated 4/30/08
Route #E Map
<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>HURRICANE EMERGENCY PLAN</th>
<th>SOP NUMBER</th>
<th>REV</th>
<th>PAGE</th>
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<tr>
<td></td>
<td></td>
<td>ASOP-0001R9</td>
<td>9</td>
<td>92 of 106</td>
</tr>
</tbody>
</table>
ROUTE #F
Town n’ Country / Pizzo Elementary
Shelter # 11

ROUTING
Starting Point-----Memorial Hwy. & George Rd.
West on Memorial Hwy.
Stay to the Right to Sheldon Rd. after Hillsborough Ave
R. on Waters Ave.
L. on 20th St. to a
R. on Skagway to a
L. on 22nd St. to a
L. on Fowler Ave. to a
R. on 15th St. to a
R. on 13th Ave. to a
R. on 30th St. to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. I-275 southbound to a
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 ______ Trip #4 ______ Trip #7 ______
Trip #2 ______ Trip #5 ______ Trip #8 ______
Trip #3 ______ Trip #6 ______ Trip #9 ______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # F Map
Route # G

MacDill to Middleton High School  
(Shelter – 5)

ROUTING
Starting Point---------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 ______ Trip #4 ______ Trip #7 ______
Trip #2 ______ Trip #5 ______ Trip #8 ______
Trip #3 ______ Trip #6 ______ Trip #9 ______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
### Route # G Map
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd.(M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. -----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

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• Food will be provided by the Red Cross.

Updated 4/30/08

Route # H Map
Route #1
West Tampa Peninsular / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point-------Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Sheldon Rd.
R. Gunn Hwy.
R. on Citrus Pointe Dr
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
L. on Gunn Hwy
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1                  Trip #4                  Trip #7
Trip #2                  Trip #5                  Trip #8
Trip #3                  Trip #6                  Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
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- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 5/10/11
Route # I Map
Route #J
Town n' Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd. (just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
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• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # J Map
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# STANDARD OPERATING PROCEDURE

## HILLSBOROUGH TRANSIT AUTHORITY

### HURRICANE EMERGENCY PLAN

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<td>UPDATE FOR 2015 HURRICANE SEASON</td>
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**ORIGINATED BY:**

Dale Smith, Manager of Facilities Maintenance

David Kelsey, Manager of Safety and Security

**DATE:**

**REVIEWED BY:**

Rickey Kendall, Director of Risk and Safety

Keith Sanders, Director of Transportation

Vasti Amaro, Director of Maintenance

**DATE:**

**APPROVED BY:**

Ruthie Reyes Burckard, Chief Operating Officer

**DATE:**

Katharine Eagan, Chief Executive Officer

**DATE:**
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1. SCOPE

This SOP pertains to all HART personnel involved with preparing and implementing the Hurricane Emergency Plan.

2. PURPOSE

The HART Hurricane Emergency Plan (the Plan) is intended to provide the citizens of Hillsborough County with organized transportation for the purpose of evacuation to designated disaster shelters in order to protect them from the adverse effects of a hurricane. The Plan assigns responsibilities and establishes procedures for the coordinated effort necessary to provide for the mitigation, preparedness, response, and recovery involving hurricanes.

HART operates under the Hillsborough County Emergency Operations Center Plan in the event of a hurricane. The Plan outlines all the steps HART should take to handle the emergency as members of the EOC and as a public mass transit agency. The Plan is updated annually. There are procedures in this document for divisional specific roles and responsibilities. Each Department must create and keep relevant, a Work Instruction relative to that Department’s area of responsibility within the agency.

3. ABBREVIATIONS / DEFINITIONS

<table>
<thead>
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<th>ABBREVIATION</th>
<th>DEFINITION</th>
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<td>HART/Authority</td>
<td>Hillsborough Transit Authority</td>
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<tr>
<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>DOM</td>
<td>Director of Maintenance</td>
</tr>
<tr>
<td>COO</td>
<td>Chief Operating Officer</td>
</tr>
<tr>
<td>MOFM</td>
<td>Manager of Facilities Maintenance</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
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<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
</tr>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>ERT</td>
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<td>MCC</td>
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<td>University of South Florida</td>
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<td>DOT</td>
<td>Department of Transportation</td>
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<td>IT</td>
<td>Information Technology</td>
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4. REFERENCES

The Saffir/Simpson Hurricane Scale
National Weather Service
5. **FORMS**

Staff Pre-Hurricane Assignment Card  
Staff Post-Hurricane Assignment Card  
Operators Pre-Hurricane Evacuation Card  
Operators Post-Hurricane Evacuation Card  
Vehicle – Equipment Usage Card  
Vehicle Parking Locator

6. **REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS**

Generators  
Purchase sufficient amounts of fuel - fuel all vehicles  
Flashlights/Lanterns/Batteries  
Drinking Water  
First aid supplies  
Portable radio with batteries  
Coolers  
Heavy-duty rain gear (jackets, pants, knee-high boots)  
Sandbags, plastic sheeting, masking tape, plywood, Lexan  
Toilet paper  
Duct tape and large thick-ply garbage bags – to be used to cover and protect fare boxes and radios on all transit vehicles.

7. **PROCEDURE**

On or about April 1 of each year, the COO and the MOFM will initiate the annual recruitment of HART personnel for the HART Emergency Response Team. The list of voluntary and required team personnel will be in place and submitted to the COO by June 1.

Administrative staff will begin reviewing the Hurricane Emergency Plan on April 1 of each year to determine changes that must be made. Information will be sent to the Document Control Librarian no later than May 15.

On May 1 of each year, the MOFM shall have maintenance personnel evaluate all facilities and structures for suitability. A final report shall be made and submitted to the DOM and COO by May 21. This report will include any issues that may impact the ability of the facilities and structures to withstand hurricane conditions.

On May 1 of each year, the DOM and the MOFM will review the Equipment Checklist and assure that all necessary emergency equipment is procured by May 31.
See the table below for specific dates and tasks that are required on an annual basis. While there is always some leeway in the dates each task is undertaken, all tasks should be completed prior to the active period of the hurricane season.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TASK</th>
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<tbody>
<tr>
<td>April 1</td>
<td>Administrative staff begins review of Hurricane Emergency Plan</td>
</tr>
<tr>
<td>April 1</td>
<td>Recruiting for Emergency Response Team members begins</td>
</tr>
<tr>
<td>May 1</td>
<td>Evaluation of facilities &amp; structures completed. FEMA cards distributed to department managers.</td>
</tr>
<tr>
<td>May 1</td>
<td>COO &amp; MOFM to review Equipment Checklist and proceed with any required procurement process</td>
</tr>
<tr>
<td>May 15</td>
<td>Changes to information within Hurricane Emergency Plan to be sent to Document Control Librarian for processing</td>
</tr>
<tr>
<td>May 15</td>
<td>Copy of Plan sent to key personnel for review &amp; comment prior to June 1</td>
</tr>
<tr>
<td>May 21</td>
<td>MOFM to submit evaluation of facilities &amp; structures report to DOM and COO</td>
</tr>
<tr>
<td>May 31</td>
<td>All required equipment should be procured and on property</td>
</tr>
<tr>
<td>June 7</td>
<td>Copy of Plan sent to Chiefs for review and comment prior to briefing</td>
</tr>
<tr>
<td>Prior to June 15</td>
<td>DOM to conduct briefing on the Hurricane Emergency Plan to CEO and Executive Staff</td>
</tr>
</tbody>
</table>

7.1 Executive Staff

A. On or about June 15 of each year, the COO will conduct a briefing for the Executive Staff. At the briefing, the following will occur:

1. Task Force members will be identified and designated for each department.

2. A review of the “Information to Be Updated Yearly” checklist will be conducted for annual assignment of responsibilities.

3. Each employee will review and clarify his or her assignment functions and responsibilities.

4. A copy of the Plan, if completed, will be sent to all Chiefs for review prior to the June 15 briefing.

5. Additional copies of the Plan will be made available for distribution to key employees for review in order to make any necessary changes to the Plan prior to June 15.

B. Directors will schedule individual department follow-up meetings to notify and review emergency procedures with appropriate staff. At these meetings, ERT members, emergency supply lists and additional
emergency procedures will be identified as they pertain to the individual departments.

7.2 Managers

A. Ensure that all department personnel are familiar with and have reviewed the Plan.

B. Initiate annual voluntary "sign-up" of employees for the ERT. This sign-up process should also state that the employee must update any information that does not match their HR information.

C. Identify supervisory personnel who will be assigned to the ERT.

D. Coordinate assignment of all ERT members.

E. Identify areas to safely store equipment (i.e.: staff vehicles, vans, buses, streetcars).

F. Inventory all emergency equipment and supplies (with assistance from Inventory Control).

G. Coordinate emergency purchasing agreements with Purchasing Department (onsite and offsite fuel).

   1. Offsite diesel fuel for transit vehicles is only to be purchased at:

      a. Trillium CNG – for all CNG vehicles – 4612 50th St., Tampa, FL 33619. They are open 24 hours a day.

      b. Marathon Gas – for all non-CNG vehicles – 2611 N. 40th St., Tampa, FL 33619; or

      c. Citgo, 2610 N. 40th St., Tampa, FL 33619

         i. All stations are open and available 24 hours a day.

H. Ensure the availability of petty cash on hand (minimum $1,000).

I. Coordinate with the EOC regarding the status of emergency operations.

J. Coordinate with HART PIO for the release of information to the public and media (pre-prepared bulletin/media announcements and media Fax #'s).

K. Review current summer work schedule and vacation schedule of supervisors to assure critical positions are staffed.

L. Address onsite and offsite security issues.

M. Contact contract security services.

N. Contact all offsite emergency vehicle storage sites to secure MOUs.

O. Ensure that safety procedures are in place, practiced and maintained by all personnel.

P. Prepare and update list of buses and vans most suitable for EOC evacuation and HART service.
7.3 Chief Executive Officer

A. On or about June 15 of each year, the CEO will hold a meeting of the Executive Staff to assure that all preparations have been made for the upcoming hurricane season.

8. GENERAL INFORMATION

A. There are four emergency power generators at the 21st Avenue facility. The administration building has emergency backup power provided by a 450Kw Kohler generator with a 1,000 gallon fuel tank. The preventive maintenance building has emergency backup power provided by a 125Kw Caterpillar generator with a 400 gallon fuel tank. The heavy maintenance building has an 80Kw Baldor generator with a 203 gallon fuel tank that provides emergency power to the fuel lane, maintenance supervisors' office, roof mounted ventilation fans and the CNG gas detection panel. The CNG fueling station has emergency backup power provided by a 1600Kw Baldor generator with a 7,000 gallon fuel tank. This generator will provide power for the continuous operation of the CNG fueling station to fill CNG vehicles for 90 run hours. During a power outage the emergency lights in the offices and hallways of all buildings may stay on for approximately 25 minutes from the time they are first activated.

1. Once a Hurricane Warning goes into effect, it is imperative to assure that all HART vehicles are fueled to “full”, the 21st Avenue fuel storage tanks are filled to maximum capacity, and arrangements are made throughout the hurricane season for offsite fueling locations.

2. In the event that the fuel pumping system goes down and we need to exercise the off-site emergency fuel plan, first contact the following Facilities personnel to report the problem:

   a. Technician on call 813-309-0255
   b. Assistant Manager of Facilities 813-309-1604
   c. Manager of Facilities 813-526-1302

3. After contacting the correct personnel, please call the Manager of Fleet Maintenance at 813-394-6440. Once all appropriate calls have been made, vehicles should be taken off property to be fueled for the duration of the outage.

B. The offsite diesel fuel for transit vehicles is only to be purchased at:

   1. Trillium CNG – for all CNG vehicles – 4612 50th St., Tampa, FL 33619. They are open 24 hours a day.
   2. Marathon Gas – for all non-CNG vehicles – 2611 N. 40th St., Tampa, FL 33619; or
   3. Citgo, 2610 N. 40th St., Tampa, FL 33619
a. All stations are open and available 24 hours a day.

C. HART leases four (4) satellite telephones for use during prolonged telephone service outages. COO will direct the distribution of the satellite phones as follows:

1. CEO
2. DOM
3. COO
4. Dispatch

In addition to having individual / specialized departmental procedures, each department should also submit an ERT volunteer list for those staff members who are willing to assist at the 21st Avenue and Ybor City facilities.

9. INFORMATION TO BE UPDATED YEARLY

1. Detailed Individual Departmental Procedures
2. Cell Phone Numbers for HART staff
3. HART Board of Directors contact information
4. Equipment and Supplies Inventory
5. HART Voluntary Hurricane Emergency Response Team Lists
6. EOC Emergency Routing and Maps
7. Hurricane Disaster Shelter List
8. Dedicated Hurricane Bus and Van List
9. Vehicle Dispersal Plan
10. Dispatch 24 hour Coverage and Personnel Schedule
11. Customer Service Personnel Schedule
12. Media Fax Numbers for Public Outreach
13. Disabled Clients / Agencies / Organizations Lists
14. Walkie-Talkie List
15. Contracts, MOUs, MOAs

10. ACTIVATION OF EMERGENCY RESPONSE TEAM

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.
10.1 Boarding and Securing Facilities

A. Prior to the direct strike of a hurricane, the MOFM will ensure that the following safety precautions have been met at all HART facilities:

2. Shut off water, electricity, and gas at master shut-off on all unoccupied facilities.
3. Disconnect and, if necessary, relocate all computerized equipment.
4. All items removed from any facility shall be recorded with a description of the item, asset number, location moved to, and person will be responsible for doing this. The supervisor overseeing the moves will be responsible for keeping this record.
5. Where possible, move all items away from windows.
6. Filing cabinets will have the bottom drawer removed and placed on top of the filing cabinet. Filing cabinets will be covered with plastic sheeting, taped, and left in the room.
7. All office equipment, should be placed on a solid object at least two feet above the floor. They shall be covered in plastic sheeting and taped.
8. Clear desktops and cover books, papers and equipment with plastic sheeting and masking tape.

B. Facilities Maintenance must coordinate with Route Maintenance and Streetcar personnel to assure that all non-fixed system amenities along the fixed-route and streetcar lines (trash cans, benches, etc.) are secured.

10.2 Information Technologies (IT)

A. Backup all computer data to one or more sources.

10.3 Fleet Movement

For a Category 3 or greater storm in which the Tampa Bay area is forecasted to take a direct hit, HART may split the bus fleet between the Yukon Transfer Center and the University of South Florida. The remainder of the fleet will remain at the 21st Avenue Bus Garage facility.

Hurricane Vehicle Dispersal Plan

Fixed Route

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</table>
2400 Fleet Hybrid Bus 3 68
Yukon
1300 Fleet Big Bus 12
2700 Fleet Trolley 5
2300 Fleet Small Bus 10
2300 Fleet Big Bus 13
2200 Fleet Small Bus 11 51
21st Avenue
2900 Fleet Big Bus 30
2500 Fleet Big Bus 12
2400 Fleet Big Bus 16
2600 Fleet Big Bus 12 70

Total 189 Vehicles

A. Once this process is activated, Maintenance and Operations will work together to determine the need to move HARTPlus vehicles, and any non-revenue vehicles to the offsite Yukon and USF locations.

B. All Ybor support vehicles will be stored on the top covered level of the 8th Avenue Parking Garage; Ybor maintenance vehicles that cannot access the 8th Avenue Parking Garage, such as the high-rail vehicle, will be stored at 21st Avenue.

11. EMPLOYEE NOTIFICATION PROCESS

A HART representative will be located at the EOC and will be the point of contact for all information between the COO and the EOC. When the HART representative receives the warning that landfall is estimated within 72 hours, he/she will alert the COO who will contact all other Chiefs. The Chiefs will inform their department Directors. Directors will notify their managers who will then activate the ERT. Please refer to Attachment L – Departmental Telephone Contact Tree for notification progression.

11.1 Pre-Storm

A. The activation of the ERT personnel will be based upon the information received from the EOC. This process shall allow sufficient time for personnel to provide for the security of their homes and families.

B. All vacation, holiday and personal leave shall be suspended unless the employee is physically out of the state/area and return to the Hillsborough County area is not feasible. The appropriate department head may waive this requirement in cases of personal hardship.

C. The work status of all non-operational personnel who are not members of the ERT will be determined by their departmental procedures.

1. The work status of all Maintenance and Facilities personnel will be determined by the DOM.
2. The DOM, or designee, will determine the work status of all fleet maintenance employees.

3. The appropriate Chiefs will determine the work status of all other HART personnel.

4. A transportation briefing room will be set up in the administration building and a maintenance briefing room will be set up in the main maintenance building. Should it be required, a main briefing room will be established in the 21st Avenue Training Rooms for all personnel.

D. Once regular service has been cancelled, (EOC has declared emergency conditions and the ERT is activated) all operations personnel not on the ERT that are being relieved will be required to call the dispatch hotline number daily, one hour prior to their regularly scheduled report times, to receive instructions concerning work schedules. The Dispatch Hotline number is (813) 384-6372 or 813-626-3548. If this number is unavailable, call (813) 309-0692.

E. All Maintenance personnel are to remain on duty and will be advised by their appropriate Director/Manager when they are being relieved from duty based on the needs of the Authority. All non-ERT Maintenance personnel will be relieved first. All Maintenance personnel, once relieved of duty are to call the maintenance line daily at (813) 384-6415 at least one hour prior to their normally scheduled start time to receive instructions on the status of their work schedule.

F. Employees are required to notify either Dispatch or Maintenance in the event of an emergency evacuation or relocation and leave a contact phone number.

11.2 Post-Storm

A. All HART personnel are instructed to monitor the television and radio for updates on hurricane/emergency conditions.

B. Once the EOC lifts emergency status conditions, all HART personnel will be expected to return to work for their regularly scheduled work assignments/shifts.

C. If you are unsure of your status call the Dispatch Hotline number at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).

D. HART will assess the situation to determine what levels of service will be provided.

E. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate Supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.
F. Non-essential personnel will be assigned to emergency support functions on an “as needed” basis.

G. Post-hurricane operations will deal primarily with the following priorities:
   1. Recovery - Damage assessment (facilities, vehicles, and property)
   2. Communication - Call back/contact of HART personnel
   3. Restoration - Delivery of service

H. Each department is to arrange to have a briefing room and a debriefing room for their respective areas. An area will be designated for the Chief’s briefing and debriefing room and this will be the main area for updates and status communications.

I. During any or all stages of the hurricane (Warning, Watch, Pre, Post), it may become necessary to establish/designate a CCC for all HART departments. The CCC will be located in the 21st Avenue Training Rooms. All Chiefs and Directors will receive their instructions at this location.

J. The TCC will be located in dispatch and the MCC will be in the maintenance conference room.

12. HURRICANE EMERGENCY OPERATIONS LOGS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and will be used to track work hours of all employees, equipment utilized, and items purchased, and any additional information. Written documentation is essential for reimbursement purposes through FEMA and must be used continuously throughout the management of the hurricane (before, during and after). This information is also essential in the preparation of a post-analysis report and review. Following the event the cards are forwarded to the Grants Manager.
### ATTACHMENT A – CELL PHONE LISTING

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<th>Area Code</th>
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<td>601-2907</td>
<td>Van Operations</td>
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<td>Information Systems</td>
<td>Programmer Analyst-DBA</td>
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<tr>
<td>Williams, Carla</td>
<td>442-2733</td>
<td>EEO &amp; Community Programs</td>
<td>Community Relations Specialist</td>
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<td>Wright, Hubert</td>
<td>309-0255</td>
<td>Facilities Maintenance</td>
<td>Facilities Maintenance Tech</td>
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ATTACHMENT B – GENERAL HURRICANE INFORMATION

1.0 NAMES FOR ATLANTIC STORMS

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<td>Wanda</td>
<td>Walter</td>
<td>Whitney</td>
<td>William</td>
<td>Wendy</td>
</tr>
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</table>

Tropical Cyclones are classified as Tropical Storms and given names when wind speeds reach 39 miles per hour.

Tropical Storms become Hurricanes when wind speeds reach 74 miles per hour.

The purpose of naming storms is for identification during the season. The names of particularly strong and destructive storms are retired to avoid confusion in future years with storms having the same name.

HART will, in the event that a hurricane should threaten the citizens of Hillsborough County, continue to provide regular bus, paratransit and streetcar services when possible. All attempts to deliver service to the public during hurricane conditions should be tempered by safety considerations. The task of providing for all contingencies associated with such emergencies is impossible. Should any situation not covered by this Plan arise, HART personnel will take appropriate action in conjunction with information received from the EOC.
HART priorities during any type of emergency are as follows:

- Life Safety
- Incident Stabilization
- Property Conservation
- Recovery and Restoration

Hillsborough County's entire geographic area is subject to the destructive force of hurricane winds. Because of low elevations, many areas of the County are subject to flooding or pooling of water caused by intense hurricane-associated rainfall. Hurricane winds do much damage, but drowning is the greatest cause of hurricane deaths.

June through November is "Hurricane Season" in Florida, with August, September and October as the peak months. Hurricanes bring violent winds and torrential rain, which may result in widespread devastation.

2.0 HURRICANE SCALE

Storm size or force is based on the Saffir/Simpson Hurricane Scale. In 2012, the Scale underwent a minor modification in order to resolve awkwardness associated with conversions among the various units used for wind speed in advisory products. The change broadens the Category 4 wind speed range by one (1) mph at each end of the range, yielding a new range of 130-156 mph. This scale defines five categories as follows:

2.1 The Saffir-Simpson Hurricane Scale

<table>
<thead>
<tr>
<th>Category</th>
<th>Sustained Winds</th>
<th>Storm Surge</th>
<th>Damage</th>
<th>Effects</th>
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<tr>
<td>One</td>
<td>74-95 mph</td>
<td>7 ft</td>
<td>Minimal</td>
<td>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage</td>
</tr>
<tr>
<td>Two</td>
<td>96-110 mph</td>
<td>13 ft</td>
<td>Moderate</td>
<td>Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.</td>
</tr>
<tr>
<td>Three</td>
<td>111-129 mph</td>
<td>18 ft</td>
<td>Extensive</td>
<td>Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.</td>
</tr>
<tr>
<td>Four</td>
<td>130-156 mph</td>
<td>22 ft</td>
<td>Extreme</td>
<td>More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains</td>
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continuously lower than 10 feet ASL may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.

<table>
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<th>Five</th>
<th>157 or Greater</th>
<th>28 ft</th>
<th>Catastrophic</th>
</tr>
</thead>
</table>

Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located less than 15 feet ASL and within 500 yards of the shoreline. Massive evacuation of residential areas on low ground within 5 to 10 miles of the shoreline may be required.

2.2 Hurricane Stages

For the purposes of this plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- Hurricane Watch
- Hurricane Warning
- Hurricane Operations
- Post Hurricane Operations

2.2.1 Hurricane Watch

HART will ready the Plan when the National Weather Service issues a Hurricane Watch for Hillsborough County. When the EOC announces a Hurricane Watch for Hillsborough County, the HART EOC contact will notify the COO. The COO, after approval of the CEO, will initiate the Plan.

- REGULARLY SCHEDULED REPORTS (for duty) SHALL CONTINUE TO BE MADE, unless otherwise instructed by Dispatch/Department Supervisor.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.

Once the EOC has declared a full-blown state of emergency (HART Emergency Level 5 – see page 19) HART will cancel all regular fixed route services. Once sustained wind-speeds reach 39 mph, HART will cancel all paratransit and streetcar services.

2.2.2 Hurricane Warning

At such time as the National Weather Service issues a Hurricane Warning for Hillsborough County, the following will become effective:

- REGULARLY SCHEDULED REPORTS SHALL CONTINUE TO BE MADE, unless otherwise instructed by a supervisor.
- Bus Operations shall continue until winds reach 35 mph or above, as directed by the CEO or his/her designee.
- Radio/television and/or Internet broadcasts regarding County employees not reporting for work shall be disregarded.
- HART Executive management will advise HART employees when to report to work.
- All ERT personnel will be advised to be on standby for the hurricane.
- Initiate the securing of HART facilities and vehicles in coordination with maintenance personnel.
- Regular service will continue. As the hurricane progresses and weather conditions worsen, service will be systematically reduced.
- Once the EOC calls for the Evacuation Routes to begin, the last regular service runs will be completed/terminated and will return to base and/or begin emergency evacuation services.

2.3 Levels of Activation

A. Level 0 - Routine. Normal service, regular operational mode.
B. Level 1 - Standby. Normal service continues. All departments begin to prepare for activation.
C. Level 2 - Team Alert. Normal service continues. All ERT members are notified and placed on alert.
D. Level 3 - Partial Team Activation. Emergency Operations are established at this time. All available ERT members that are needed are activated. This is a partial activation. Other members not required will stand by for any further response. Normal service is now modified to meet the needs of the emergency operations.
E. Level 4 - Entire Team Activation. Entire ERT is notified and requested to assist. This is a priority call out of the entire membership. Normal service is preparing to cancel.
F. Level 5 - Full Emergency Status. The HART 21st Avenue facilities expects to take a direct hit. All remaining personnel are completing facility securement procedures. Evacuation services have been completed. Normal service has been cancelled.

3.0 WEATHER TERMINOLOGY

Advisory: Advisory messages are issued by the National Hurricane Center, National Oceanic and Atmospheric Administration, National Weather Service, concerning tropical storms and Hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, and direction and speed of movement. Precautionary measures are given for ships in or near the storm.

Barometric Pressure: The pressure of the atmosphere expressed in terms of the height of a column of mercury.
Bulletin: Bulletins are issued by the National Hurricane Center to describe weather disturbances with winds not yet strong enough to be classified as named storms.

Gale Warnings: A warning of winds within the range of 39-54 MPH (34-47 knots). Gale warnings may precede or accompany a Hurricane Watch, and may be used as the warning for coastal sections adjacent to an area under a hurricane warning.

Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 MPH (64 knots) and higher. In the Northern Hemisphere, winds in hurricanes blow in a counterclockwise direction around the center and the size of the storm may range from 60 to 100 miles in diameter.

Hurricane Center or "Eye": The relatively calm area near the center of the storm. In this area, winds are often light and the sky may be seen, as it is often only partly covered by clouds.

Hurricane Warning: A warning which indicates that hurricane winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water and very rough seas, are expected in a specific coastal area. When a Hurricane Warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12-24 hours. It is of the utmost importance that ALL precautionary measures and actions be initiated immediately for the protection of life and property when a hurricane warning is announced.

Hurricane Force Winds: Winds of 74 MPH (64 knots) and higher.

Hurricane Watch: An announcement issued by the National Weather Service to the public and all others interested whenever a tropical storm or hurricane becomes a threat to coastal areas. The Hurricane Watch is NOT a warning. It indicates that a hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary actions in case hurricane warnings are issued. A Hurricane Watch implies the possibility of dangerous conditions within 24-48 hours.

Latitude: The distance north or south of the equator, measured in degrees along the median.

Longitude: The distance east or west of Greenwich, measured in degrees.

Squall: A storm wind usually associated with a thunderstorm or shower, which maintains its peak speed over a period of two (2) or more minutes and then decreases quickly.

Storm Surge: The increase in water level, often rapid, due to the action of the wind on the ocean surface and the low barometric pressure of a storm system; also known as tidal surge.
Storm Warning: A warning of winds within the range of 55-73 MPH (48-63 knots). Storm warnings may precede or accompany a hurricane watch, and may be used as the coastal warning for coastal sections adjacent to an area under a hurricane warning.

Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar.

Tornado Watch: An announcement that atmospheric conditions are such that a possibility of tornado development exists in a given area for a specified period of time.

Tropical Depression: A tropical depression is an area of low atmospheric pressure originating over tropical waters, with winds blowing counterclockwise around the center at speeds less than 39 MPH (34 knots).

Tropical Storm: A tropical storm is an area of low atmospheric pressure originating over tropical waters with winds blowing counterclockwise around the center at speeds of 39 MPH (34 knots) or higher but less than 74 MPH (64 knots).

4.0 ASSUMPTIONS

4.1 Team Activation Assumptions

A. The activation process may be very rapid and normal means of notification/communication may be bypassed.
B. Activation may be accelerated based on weather updates.
C. Members should prepare for rapidly changing situations.
D. Members will support numerous functions.

4.2 Team Planning Assumptions

A. HART base radio communications could become disabled.
B. All phone services could be disrupted, overloaded.
C. Roads may not be passable.
D. The ability to communicate with the EOC and our own team members may be impaired.
E. Confusion will abound.
F. Coordinators may find it difficult to coordinate team response.
G. Some team members may leave the area before the impact of the disaster.
H. Electricity, water and other public works may be disrupted.
I. 911 emergency services may be disrupted.

5.0 PUBLIC INFORMATION

The PIO, or designee, shall prepare information to advise HART customers of service based on data reports received from the EOC. The PIO shall prepare releases and submit these to the EOC Media Relations staff for distribution. The PIO may also work
with the EOC to assist in distributing HART employee information. For more information about this procedure, see Attachment J – External Communications and Internal Communications.

6.0 EMERGENCY SHELTERS

The American Red Cross assumes the responsibility for opening and staffing all hurricane shelters required to provide refuge to Hillsborough County citizens who must evacuate their residences prior to the arrival of a hurricane. HART will obtain a current list of Hurricane Disaster Shelters from the EOC. This list is updated on an annual basis.

HART facilities are not designated as Hurricane Shelters. No authorization shall be granted in advance for any employee, family member or citizen to obtain shelter in a HART facility. During the storm, temporary shelter in a HART facility may be authorized if, in the opinion of a member of the Executive Staff, refusal to grant refuge in the facility would place the individual(s) in imminent danger.

7.0 HURRICANE OPERATIONS

Once actual hurricane conditions exist, all HART services and facilities will be shut down subject to direction of the CEO or his/her designee.

8.0 DAMAGE ASSESSMENT/SURVEY

HART shall assure that a survey is completed of all facilities and resources. The results of the primary survey shall be reported to the CEO and COO. The survey shall determine:

- Personnel status
- Status of all vehicles
- Status of assets
- Estimate of structural damage to facilities classified as minor, moderate or destroyed
- Status of service routes
- Additional resource needs

A thorough inspection of the entire streetcar system to include shelters, track, overhead contact system, stations and sub-stations, streetcars and the streetcar facility must be completed prior to the start-up of revenue service.

9.0 RECOVERY OPERATIONS

Recovery is that phase of a disaster which occurs after emergency needs have been met; the phase in which not only the Authority, but the community attempts to return to pre-emergency conditions. The importance of this phase, which frequently goes unrecognized, is the very strong psychological need of HART employees and the community to return to some semblance of normal operations and normal life as soon as possible.
### ATTACHMENT C – BOARD MEMBER CONTACTS

#### CITY OF TAMPA REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
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<tbody>
<tr>
<td>Bryan L. Crino</td>
<td></td>
<td>Skyway Capital Partners 100 N. Tampa Street, Suite 3550 Tampa, FL 33602</td>
<td>813-318-9600</td>
<td><a href="mailto:berni@sckreywaycapital.com">berni@sckreywaycapital.com</a></td>
</tr>
<tr>
<td>Kathleen Shanahan</td>
<td></td>
<td>URETEK Holdings, Inc 601 Bayshore Blvd, Suite 850 Tampa, FL 33604</td>
<td>813-397-1287</td>
<td><a href="mailto:kdev@sckreywaycapital.com">kdev@sckreywaycapital.com</a></td>
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<tr>
<td>Councilman Mike Suarez, Chair</td>
<td></td>
<td>City of Tampa 315 E. Kennedy Blvd. Tampa, FL 33602</td>
<td>813-247-7072</td>
<td><a href="mailto:lorena.hardwick@tampagov.net">lorena.hardwick@tampagov.net</a></td>
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#### HILLSBOROUGH COUNTY REPRESENTATIVES

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<th>Title</th>
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<tbody>
<tr>
<td>Commissioner Kevin Beckner</td>
<td></td>
<td>Hillsborough County BOCC P.O. Box 1110 601 E. Kennedy Blvd., Second Floor Tampa, FL 33602</td>
<td>813-272-5730</td>
<td><a href="mailto:beckner@hillsboroughcounty.org">beckner@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Wallace Bowers</td>
<td></td>
<td>Bowers Realtor 4802 S. 79th Street Tampa, FL 33619</td>
<td>813-677-4111</td>
<td><a href="mailto:wallace.bowers@verizon.net">wallace.bowers@verizon.net</a></td>
</tr>
<tr>
<td>Karen C. Jaroch</td>
<td></td>
<td>Tampa Engineering Associates, Inc. 16501 E. Course Drive Tampa, FL 33624</td>
<td>813-265-9005</td>
<td><a href="mailto:karen.jaroch@hotmail.com">karen.jaroch@hotmail.com</a></td>
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<tr>
<td>Commissioner Lesley “Les” Miller</td>
<td></td>
<td>Hillsborough County BOCC P.O. Box 1110 601 E. Kennedy Blvd., Second Floor Tampa, FL 33602</td>
<td>813-272-5700</td>
<td><a href="mailto:miller@hillsboroughcounty.org">miller@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Commissioner Sandra Murman</td>
<td></td>
<td>Hillsborough County BOCC P.O. Box 1110 601 E. Kennedy Blvd., Second Floor Tampa, FL 33602</td>
<td>813-272-5470</td>
<td><a href="mailto:murman@hillsboroughcounty.org">murman@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td>Mickey Jacob</td>
<td></td>
<td>BIG Architects 100 S. Ashley Drive, Suite 100 Tampa, FL 33602</td>
<td>813-322-9233</td>
<td>mickey.jacob@bdg LLP.com</td>
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<tr>
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<tr>
<td>Commissioner Stacy White</td>
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<td>Hillsborough County BOCC P.O. Box 1110 601 E. Kennedy Blvd., 2nd Floor Tampa, FL 33602</td>
<td>813-272-5740</td>
<td><a href="mailto:stacy.white@hillsboroughcounty.org">stacy.white@hillsboroughcounty.org</a></td>
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#### STATE OF FLORIDA REPRESENTATIVES

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<tbody>
<tr>
<td>Joshua Burgin</td>
<td></td>
<td>Holtec USA Corp 605 W. Fowler Street Plant City, FL 33633</td>
<td>813-481-9013</td>
<td><a href="mailto:josh.burgin@gmail.com">josh.burgin@gmail.com</a></td>
</tr>
<tr>
<td>C. John Melendres III</td>
<td></td>
<td>Grimal Crawford Inc 4600 West Cypress Street, Ste 550 Tampa, FL 33607</td>
<td>813-387-0004</td>
<td><a href="mailto:c.melendez@gwc-inc.com">c.melendez@gwc-inc.com</a></td>
</tr>
<tr>
<td>Councilman Eddie Vance, Secretary</td>
<td></td>
<td>City of Temple Terrace 11250 North 56th Street Temple Terrace, FL 33617</td>
<td>813-506-6440</td>
<td><a href="mailto:evance@templeterrace.com">evance@templeterrace.com</a></td>
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## ATTACHMENT D – ALLIANCE FOR CITIZENS WITH DISABILITIES-2014

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization &amp; Address</th>
<th>Phone &amp; Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura White</td>
<td>United Cerebral Palsy</td>
<td>813-259-1179, X:4148</td>
<td><a href="mailto:lwhite@ucptampa.org">lwhite@ucptampa.org</a></td>
</tr>
<tr>
<td></td>
<td>2215 E Henry Ave, Tampa, FL 33610</td>
<td>Fax: 813-237-3091</td>
<td></td>
</tr>
<tr>
<td>Sheryl Brown or Judy Brannon</td>
<td>Tampa Lighthouse for the Blind</td>
<td>813-251-2407</td>
<td><a href="mailto:sheryl.brown@tampalighthouse.org">sheryl.brown@tampalighthouse.org</a></td>
</tr>
<tr>
<td></td>
<td>1106 W Flat St, Tampa, FL 33606</td>
<td>Fax: 813-254-4305</td>
<td></td>
</tr>
<tr>
<td>Debbie Valdez or Michael</td>
<td>Enhanced Parent Involvement FDLRS Employment</td>
<td>813-837-7777</td>
<td><a href="mailto:debbie.valdez@sdhc.k12.fl.us">debbie.valdez@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Levine</td>
<td>Specialist</td>
<td>Fax: 813-837-7733</td>
<td><a href="mailto:michael.levine@sdhc.k12.fl.us">michael.levine@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td>Fann Kavanaugh</td>
<td>Self Reliance, Inc</td>
<td>813-375-3065.X:102</td>
<td><a href="mailto:fannkavanaugh@self-reliance.org">fannkavanaugh@self-reliance.org</a></td>
</tr>
<tr>
<td></td>
<td>8651 N Armenia Ave, Tampa, FL 33604</td>
<td>Fax: 813-375-3970</td>
<td></td>
</tr>
<tr>
<td>Bonnie Jean Paulish</td>
<td>Tampa Bay Performing Arts Ctr</td>
<td>813-222-1002</td>
<td><a href="mailto:bonniejean.paulish@strapcenter.org">bonniejean.paulish@strapcenter.org</a></td>
</tr>
<tr>
<td></td>
<td>1010 N Macinnes Place, Tampa, FL 33602</td>
<td>Fax: 813-222-4897</td>
<td></td>
</tr>
<tr>
<td>Zeke Barbosa or Francene</td>
<td>Senior Connection Center</td>
<td>813-676-5587</td>
<td><a href="mailto:zeke.barbosa@agingflorida.com">zeke.barbosa@agingflorida.com</a> or</td>
</tr>
<tr>
<td>Hazel</td>
<td>6626 Brittany Way, Tampa, FL 33619</td>
<td>Fax: 813-676-5564</td>
<td><a href="mailto:francene.hazel@agingflorida.com">francene.hazel@agingflorida.com</a></td>
</tr>
<tr>
<td></td>
<td>Fax: 813-625-1342</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharon Door</td>
<td>West Coast Brace &amp; Limb</td>
<td>813-985-5500</td>
<td><a href="mailto:sharonlwh@gmail.com">sharonlwh@gmail.com</a></td>
</tr>
<tr>
<td></td>
<td>9311 E Fletcher Ave, Tampa, FL 33617</td>
<td>Fax: 813-985-4499</td>
<td></td>
</tr>
<tr>
<td>John Martinez-Rivera</td>
<td>Disability Rights Florida</td>
<td>850-458-9071.X:9763</td>
<td><a href="mailto:joannm@disabilityrightsofllorida.org">joannm@disabilityrightsofllorida.org</a></td>
</tr>
<tr>
<td></td>
<td>640 N Ashley Dr, Ste 640, Tampa, FL 33602</td>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>Louise Peyton</td>
<td>Division of Blind Services</td>
<td>813-871-7100</td>
<td><a href="mailto:louise.peyton@dnis.fioe.org">louise.peyton@dnis.fioe.org</a></td>
</tr>
<tr>
<td></td>
<td>415 S Armenia Ave, Tampa, FL 33609</td>
<td>Fax: 813-871-7101</td>
<td></td>
</tr>
<tr>
<td>Mary Milne</td>
<td>St. Pete Times Forum</td>
<td>Phone: 813-304-6702</td>
<td><a href="mailto:mmilne@stpetetimesforum.com">mmilne@stpetetimesforum.com</a> or</td>
</tr>
<tr>
<td></td>
<td>401 Channelside Dr, Tampa, FL 33602</td>
<td>Cell: 813-292-9101</td>
<td><a href="mailto:MMilne@tampabaytimesforum.com">MMilne@tampabaytimesforum.com</a></td>
</tr>
<tr>
<td></td>
<td>Fax:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emily Cimino</td>
<td>Hillsborough County School Board</td>
<td>813-837-7777</td>
<td><a href="mailto:emily.cimino@sdhc.k12.fl.us">emily.cimino@sdhc.k12.fl.us</a></td>
</tr>
<tr>
<td></td>
<td>4210 W Bay Villa Ave, Tampa, FL 33611</td>
<td>Fax: 813-837-7702</td>
<td></td>
</tr>
<tr>
<td>Ross Obanian</td>
<td>Angels Ukhane</td>
<td>813-961-1159</td>
<td><a href="mailto:au@angelsukhane.com">au@angelsukhane.com</a></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 270040, Tampa, FL 33618</td>
<td>Fax: 813-286-1856</td>
<td><a href="mailto:au@sunrise.org">au@sunrise.org</a></td>
</tr>
<tr>
<td>Jean Marie Moore</td>
<td>Sunshine Community</td>
<td>813-830-7833</td>
<td><a href="mailto:jmoore@sunrisegroup.com">jmoore@sunrisegroup.com</a></td>
</tr>
<tr>
<td></td>
<td>2714 W Kirby Street, Tampa, FL 33614</td>
<td>Fax: 813-374-2096</td>
<td></td>
</tr>
<tr>
<td>Scott Clark</td>
<td>Sunshine Line</td>
<td>813-276-8140</td>
<td><a href="mailto:clarksd@hillsboroughcounty.org">clarksd@hillsboroughcounty.org</a></td>
</tr>
<tr>
<td></td>
<td>3402 N 22nd St, Tampa, FL 33605</td>
<td>Fax: 813-272-5131</td>
<td></td>
</tr>
<tr>
<td>Mike Hison or Bridgett Canal</td>
<td>Project Return Housing</td>
<td>813-533-9020</td>
<td><a href="mailto:mhison@projectreturn.org">mhison@projectreturn.org</a> or</td>
</tr>
<tr>
<td></td>
<td>304 W Waters Ave, Tampa, FL 33604</td>
<td>Fax: 813-932-0114</td>
<td><a href="mailto:bcc@projectreturn.org">bcc@projectreturn.org</a></td>
</tr>
<tr>
<td>Marivett Gerena-Misapodi</td>
<td>Vocational Rehabilitation</td>
<td>813-653-7080</td>
<td><a href="mailto:marivett.gerena-misapodi@yf.510ce.org">marivett.gerena-misapodi@yf.510ce.org</a></td>
</tr>
<tr>
<td></td>
<td>510 Vonderdor Dr, Suite 307, Brandon, FL 33511</td>
<td>Fax: 813-653-7094</td>
<td></td>
</tr>
<tr>
<td>Vacant</td>
<td>ADA Coordinator/Acting HipAA Compliance Officer</td>
<td>813-270-2742</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hillsborough County BOCC</td>
<td>601 E Kennedy Blvd, County Center, 24th Floor,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33602</td>
<td>Tampa, FL 33602</td>
<td></td>
</tr>
<tr>
<td>Alice Patterson</td>
<td>Goodwill Industries Suncoast, Inc.</td>
<td>813-831-6988</td>
<td><a href="mailto:alicepatterson@goodwill-suncoast.com">alicepatterson@goodwill-suncoast.com</a></td>
</tr>
<tr>
<td></td>
<td>Freedom Village II</td>
<td>Fax: 813-831-6819</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6002 S Bridge St, Tampa, FL 33611</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Karen Sinnreich</td>
<td>Disability Rights Coordinator - City of Tampa</td>
<td>813-307-5595</td>
<td><a href="mailto:karen.sinnreich@cityoftampa.us">karen.sinnreich@cityoftampa.us</a></td>
</tr>
<tr>
<td></td>
<td>Neighborhood Services Department Community Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Division</td>
<td>2105 N Nebraska Ave, Tampa, FL 33602</td>
<td><a href="mailto:karen.sinnreich@cityoftampa.us">karen.sinnreich@cityoftampa.us</a></td>
</tr>
</tbody>
</table>
ATTACHMENT E - CITY OF TAMPA, FLORIDA PHONE NUMBERS

American Red Cross .................................................................................................................................. 813-438-4820
American Red Cross Disaster Assistance .................................................................................................. 1-866-438-4636
Clean City Division .................................................................................................................................. 813-931-2140
Code Enforcement .................................................................................................................................. 813-274-5545
County Special Needs Shelter Registration .................................................................................................. 813-272-5900
Crisis Center ........................................................................................................................................... 211
Emergency Operations Center ................................................................................................................. 813-236-3800
FEMA ...................................................................................................................................................... 1-800-525-0321
Florida Dept. Agriculture & Consumer Services .................................................................................... 1-800-435-7352
Florida Dept. Financial Services Consumer Help Line .................................................................................. 1-800-342-2762
Florida Division Emergency Management .................................................................................................. 1-850-413-9900
Hurricane Information Desk (City) ........................................................................................................... 813-232-6890
Hurricane Information: Pre/Post Non-Emergency (County) ........................................................................ 813-272-5900
Hurricane Help Line (State) ........................................................................................................................ 1-800-227-8676
McKay Bay Transfer Station/Scale House ................................................................................................. 813-242-7835
National Flood Insurance Program ............................................................................................................ 1-888-356-6329
Neighborhood & Community Relations .................................................................................................... 813-274-7835
Parks & Recreation .................................................................................................................................... 813-274-8615
Poison Control Hot Line ............................................................................................................................. 1-800-222-1222
Police Department .................................................................................................................................... 813-231-6130
Public Works Emergency - After Hours ..................................................................................................... 813-622-1940
Solid Waste Department ............................................................................................................................. 813-348-1111
Storm Water Department ............................................................................................................................. 813-622-1901
TECO ........................................................................................................................................................ 813-223-0800
TECO Outage ............................................................................................................................................. 1-877-588-1010
Traffic/Travel Information ............................................................................................................................ 511
Tree Emergency ......................................................................................................................................... 813-931-2168
Wastewater Department ............................................................................................................................... 813-259-1693
Water Department Emergency Services ...................................................................................................... 813-274-7400

Please visit our website at www.tampagov.net/neighborhoods for more information regarding your neighborhood. The website has a helpful tool that allows you to type in your address and provide you with various resources based on your address regarding your evacuation zone, local shelters and additional information about your neighborhood. This helpful tool is listed under “My Tampa Address.”

If our office can be of further help, please do not hesitate to contact us at 274-7835.
# ATTACHMENT F – NON-HART EMERGENCY PHONE NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEOC</td>
<td>813-236-3800</td>
</tr>
<tr>
<td>Meteorologist</td>
<td>813-645-4111, 645-2323 or 453-6149</td>
</tr>
<tr>
<td>PSTA Dispatch</td>
<td>727-540-1839</td>
</tr>
<tr>
<td>PSTA Analog number</td>
<td>727-556-6371 – in case digital system goes down</td>
</tr>
<tr>
<td>YES Team</td>
<td>813-833-0738</td>
</tr>
<tr>
<td>St. Joseph’s Hospital</td>
<td>813-870-4000</td>
</tr>
<tr>
<td>ADT Security</td>
<td>800-238-2727 (Alarm service)</td>
</tr>
<tr>
<td>Allied Barton Security Services</td>
<td>813-620-6621 or Cell #813-404-2384 (Guard Service)</td>
</tr>
<tr>
<td>Ybor Flash Storm</td>
<td>813-622-1901 – Flooding problems – 24 hr. emergency</td>
</tr>
<tr>
<td>Quality Inn, 4955 East 18th Ave. off 50th St. North of I-4</td>
<td>813-623-6000</td>
</tr>
<tr>
<td>Sunstate Wrecker Service Inc.</td>
<td>813-221-5505</td>
</tr>
</tbody>
</table>
ATTACHMENT G - HART HURRICANE FAQS

What is the HART emergency response team and who are its members?
The Emergency Response Team (ERT) is made up of representatives of Operations, Maintenance, Customer Service, Public Information, Marketing, Community Relations, Finance, Procurement and Risk. The purpose of the team is to provide a mechanism for planning, communicating, operating, and recovering from a major emergency.

How do I sign up to help?
If you are interested in assisting with the ERT contact your Supervisor.

Where can I obtain a HART emergency contact list?
There is a complete listing of all contact numbers in the HART 2015 Hurricane Plan. Copies are available.

How do I update my contact information?
Notify your supervisor regarding any changes in phone numbers, physical address, home e-mail address, etc. prior to any emergency. If there is a change following the storm, contact your supervisor with the updated information. All information held in HR must be accurate and current.

What are the hurricane stages?
For the purposes of the HART Hurricane Plan, operational procedures and associated responsibilities are outlined according to the following stages of a hurricane:

- **Hurricane Watch** – issued 36 hours prior to the anticipated landfall of a hurricane
- **Hurricane Warning** – issued 24 hours prior to the anticipated landfall of a hurricane
- **Hurricane Operations**
- **Post-Hurricane Operations**

When does HART cease its operations?
HART CEO will discontinue operations when advised to do so by the Hillsborough County Emergency Operations Center (EOC) or when sustained winds exceed 35 miles per hour.

Where do I find the flood zones map?
Most hurricane guides show flood zones. Some downtown employees will have received a 2015 Hurricane Guide published by the Tampa Bay Regional Planning Council. It is the official guide for the Hillsborough County EOC. For detailed information about your home you should go to the Hillsborough County website at:


**NOTE:** You can obtain specific information for your address there.

Can I seek shelter in HART facilities?
No. HART facilities are not designated as emergency shelters. You should make other arrangements to shelter your family.
Where are hurricane shelters located? (Primary/special needs/pet)
An updated list of all hurricane shelters is available on the County website at: http://www.hillsboroughcounty.org/index.aspx?NID=663 which includes pet and special needs shelters. You will also find links to every emergency service in the County as well as frequently asked questions.

What are the evacuation routes?
HART will operate 10 evacuation routes designated A through J. Each route terminates at an approved Red Cross evacuation shelter. Information and preparation tips are available on the HART website at: www.goHART.org.

How do I help to secure facilities/equipment?
- If necessary, disconnect, cover and secure all computerized and electronic equipment.
- Where possible, all office equipment, computers, etc. should be placed in a secure area away from windows. They shall be covered in plastic bags and taped. The bags and tape will be distributed to all employees.
- Each department should have a hurricane plan specific to their departmental needs to be used in conjunction with this plan.

What documentation must I secure?
Records that are sensitive in nature should be placed in a windowless room either in a locked file cabinet or the room should be locked. Paper records should either be placed in, or covered by, plastic sheeting to protect them in the event of ceiling leaks.

What is the employee notification process (pre/during/post storm)?
- Section 11.0 – Employee Notification Process, outlines steps to be taken in the following instances:
  
  G. **As the storm approaches** your supervisor will advise you of the arrangement for the following day according to your departmental plan. Generally, this will mean that you will be told to call in the early morning to see if you should report to work. Alternately, announcements made by the Hillsborough County Emergency Operations Center stating that HART employees should not come to work will suffice. When in doubt; call the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining).
  
  o During the hurricane do not attempt to call HART. All operations are suspended.
  
  o Following a major hurricane you should contact the Dispatch Hotline at (813) 384-6372 or 813-626-3548 (bargaining) or your immediate supervisor (non-bargaining) or call the HART customer service number (254-HART, 254-4278) to listen to the prerecorded message for employees. Announcements coming out of the Hillsborough County EOC should be heeded.

When do I return to work?
HART will make every attempt to resume service as quickly as possible following the storm. Check with your supervisor to see where and when to report. If you are unable to contact your
Supervisor, call HART Customer Service (254-4278) and listen to the prerecorded message for employees.

Whom do I contact to find out about HART services status?
You should contact either your supervisor, the HART customer service number (254-HART, 254-4278) or call the Dispatch Hotline at (813) 384-6372 or 813-626-3548.

Where do I report if the Ybor City Office is closed?
It is likely that in the event of a major hurricane the Ybor City offices will be closed for some period due to flooding or lack of electrical service. You may be instructed to report to 21st Avenue or an alternate location. Be prepared to be assigned duties that are needed by HART, but which may not fit your normal job description.

What will be my pay status following the hurricane?
If HART is unable to resume operations for any reason, employees will be paid for the first five days. If HART is still unable to resume operations, employees may use their vacation days until the agency is up and running again. In an extended stoppage, employees whose vacation time is used up will be placed on an employee inactive list until they are able to return to work.

Whom do I inform in case I am unable to return to duty due to destruction of my household caused by a hurricane?
Your first duty is to your family. Contact your supervisor to make them aware of your particular circumstances. If you are unable to contact your supervisor, contact the 21st Avenue office (384-6600) and advise them of your status. You will need to provide a contact phone number and to update it immediately if you are forced to relocate. Your pay status will be as described above.

What are the post hurricane operations modes?
- **Recovery** - Damage assessment (facilities, vehicles, and property)
- **Communication** - Call back/contact of HART personnel
- **Restoration** - Delivery of service

Who can be assigned emergency support functions?
Anyone; non-operations personnel will be assigned to emergency support functions on an “as needed” basis. This could include duties related to Recovery, Communication, or Restoration.

What can I do if there is major devastation, service cannot be restored immediately, and I can’t return to my work assignments?
If the “big one” makes a direct hit on Tampa Bay, the results will be devastating for everyone. Extensive damage to HART vehicles and/or facilities may create a situation in which service is interrupted for an extended period of time. It will require flexibility and understanding on the part of everyone in the organization. Non-operations employees may be asked to work in different places, under different conditions, than they are used to.
ATTACHMENT H – PROGRESSIVE SERVICE REDUCTION

1.0 Level “A” Reduction

Operation of Local Fixed-Route Service and MetroRapid
Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so.

Weekday Express Bus Service
Maintain current level of service on all express routes. Determine need for PM service based on ridership counts from AM service ridership.

HARTPlus Paratransit Service
Continue in operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.

Streetcar Service
Operate 40 minute headways as weather conditions permit.

2.0 Level “B” Reduction

Operation of Local Fixed-Route Service
Transportation will run a weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. At this level, a “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.

HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit. A “cut off” time for evening and nighttime service may be implemented.

Streetcar Service
Operate 40 minute headways as weather conditions permit. A “cut off” time for evening and nighttime service may be implemented.

3.0 Level “C” Reduction

Operation of Local Fixed-Route Service
Transportation will run a “Reduced Route” weekday local service level at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

See “Reduced Route” Weekday Service Routes in 8.0 below.
Weekday Express Bus Service and MetroRapid
No service provided.
HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.
HARTFlex Service
Continue in normal service as weather conditions and manpower availability permit.
Streetcar Service
No service provided.

4.0 Level “D” Reduction
Operation of Local Fixed-Route Service
Transportation will run a Saturday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.
HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation.
HARTFlex Service
No service provided.
Streetcar Service
No service provided.

5.0 Level “E” Reduction
Operation of Local Fixed-Route Service
Transportation will run a Sunday service level schedule at one (1) hour headways; those routes that run at greater than one (1) hour headways will continue to do so. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Service and MetroRapid
No service provided.
HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service.
HARTFlex Service
No service provided.
Streetcar Service
No service provided.
6.0 Level “F” Reduction

Operation of Local Fixed-Route Service

Transportation will run one (1) bus on all routes at approximately two hour headways. Based on current weather conditions and HART involvement and participation level in County emergency operations functions, Weekday, Weekday Reduced, Saturday or Sunday level of service may be implemented. A “cut off” time for evening and nighttime service may be implemented.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
Further reduced and continued operation based on fixed route level of operation and span of service.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

7.0 Level “G” Reduction

All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.

Operation of Local Fixed-route Bus Service
No service provided.

Weekday Express Bus Service and MetroRapid
No service provided.

HARTPlus Paratransit Service
No service provided.

HARTFlex Service
No service provided.

Streetcar Service
No service provided.

8.0 Route Information as of May 20, 2015

Current weekday local service routes

1, 2, 4, 5, 6, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 30, 31, 32, 33, 34, 36, 37, 39, 41, 45, 46, 57, (In Town Trolley 96 ), and 400. Total number of local weekday routes = 30
Current weekday express service routes

20, 21LX, 22, 24, 25, 26LX, 27, 28, 47LX, 51, 53, 61LX, 200. Total number of weekday express routes = 12

HARTFlex Service

Brandon, South County, Northdale, Town 'N Country, and South Tampa

Current Saturday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 16, 18, 19, 30, 32, 33, 34, 36, 37, 39, 45, Total number of Saturday local routes = 20

Current Sunday service routes

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 33, 34, 36, 39, 45. Total number of Sunday local routes = 18

“Reduced Route” Weekday Service Routes Attempted to be Sustained and Implemented Under Reduction Scenarios B and C

1, 2, 5, 6, 7, 8, 9, 12, 15, 18, 19, 30, 32, 34, 36, 39, and 45; (additionally - 16, 33, 37 if staffing allows). Total number of reduced weekday routes = 20

9.0 Manpower Requirements as of May 26, 2015

Express Staffing Requirements

<table>
<thead>
<tr>
<th>Route</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>20X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>21LX</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>22X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>24X</td>
<td>6 AM / 6 PM</td>
</tr>
<tr>
<td>25LX</td>
<td>5 AM / 6 PM</td>
</tr>
<tr>
<td>26LX</td>
<td>5 AM / 6 PM</td>
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<tr>
<td>27LX</td>
<td>3 AM / 2 PM</td>
</tr>
<tr>
<td>28X</td>
<td>1 AM / 1 PM</td>
</tr>
<tr>
<td>47LX</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>51X</td>
<td>2 AM / 2 PM</td>
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<tr>
<td>200X</td>
<td>3 AM / 2 PM</td>
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<tr>
<td>Total</td>
<td>29 AM / 28 PM</td>
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Staffing Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – 29 AM and possible 28 PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather permits</td>
</tr>
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</table>

9.0 Manpower Requirements as of May 26, 2015

Express Staffing Requirements

<table>
<thead>
<tr>
<th>Route</th>
<th>Requirement</th>
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</thead>
<tbody>
<tr>
<td>20X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>21LX</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>22X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>24X</td>
<td>6 AM / 6 PM</td>
</tr>
<tr>
<td>25LX</td>
<td>5 AM / 6 PM</td>
</tr>
<tr>
<td>26LX</td>
<td>5 AM / 6 PM</td>
</tr>
<tr>
<td>27LX</td>
<td>3 AM / 2 PM</td>
</tr>
<tr>
<td>28X</td>
<td>1 AM / 1 PM</td>
</tr>
<tr>
<td>47LX</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>51X</td>
<td>2 AM / 2 PM</td>
</tr>
<tr>
<td>200X</td>
<td>3 AM / 2 PM</td>
</tr>
<tr>
<td>Total</td>
<td>29 AM / 28 PM</td>
</tr>
</tbody>
</table>

Staffing Requirements for Each Level of Service Operation

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>64 operators needed for fixed route service – plus additional operators required to run express service – 29 AM and possible 28 PM</td>
</tr>
<tr>
<td>HARTPlus</td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td>HARTFlex</td>
<td>Normal Service will continue to run as long as weather permits</td>
</tr>
</tbody>
</table>
conditions and manpower availability permit

<table>
<thead>
<tr>
<th>Service Level B</th>
<th>Number of Operators Required for a 12 Hour Service Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Streetcar</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Service Level C</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>64 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>Normal Service will continue to run as long as weather conditions and manpower availability permit</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>Reduced Service will continue to run as long as weather conditions permit</td>
</tr>
<tr>
<td><strong>Service Level D</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>40 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Service Level E</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>42 operators needed for fixed route service – no express service</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Service Level F</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td>Operators needed for fixed route service will be determined by weekday, reduced weekday, express, Saturday, or Sunday level of service provided – one (1) bus and operator on each route</td>
</tr>
<tr>
<td><strong>HARTPlus</strong></td>
<td>Normal Service will be run to meet regulatory requirements for mirrored fixed route service at this service level</td>
</tr>
<tr>
<td><strong>HARTFlex</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Streetcar</strong></td>
<td>No service provided.</td>
</tr>
<tr>
<td><strong>Service Level G</strong></td>
<td>Number of Operators Required for a 12 Hour Service Period</td>
</tr>
<tr>
<td><strong>All regularly scheduled bus, paratransit and streetcar service will be discontinued. Essential staff will be maintained to provide emergency bus service as required by EOC.</strong></td>
<td></td>
</tr>
</tbody>
</table>
EOC Hurricane Evacuation Routing Manpower/Operator Requirement
Requires three (3) operators per route plus two (2) spare operators per route; total of five (5) operators per route. Ten routes times five operators = 50 operators required.

Moving of HART vehicles to off-site locations – Yukon and USF.
Depending on what time this movement begins and how much time is left after all other services have begun to cease, ten (10) to fifty (50) operators will be required to perform this function.

Securing Streetcars and Sub-stations
Upon discontinuing streetcar service, nine (9) streetcars will be secured inside the streetcar barn. The remaining streetcar will be secured with poles removed outside of the streetcar barn. Sub-stations will have entry points sealed.

10.0 Hours of Operation for Hurricane Team Operators

   Current HART/ATU contract language provides as follows:

   ARTICLE 54 - EXTRA BOARD OPERATORS/PROCEDURES

   3. Only under emergency conditions will an operator be allowed to exceed twelve (12) hours driving time, but in no case exceed fifteen (15) hours of pay time. Spread time shall not exceed fifteen (15) hours.

11.0 Additional Contract Language Related to Hurricane Operations

   ARTICLE 6 - CIVIL AND NATURAL DISORDER OPERATING PROCEDURE

   1. If in the sole discretion of the Authority, it is determined that civil emergency conditions exist which adversely affect the Authority’s services including, but not limited to, riots, civil disorders, natural disasters, hurricane conditions, or similar catastrophes or disorders, the special operating procedures and herein described work rules shall become effective. The term civil emergency conditions shall not be considered to mean traffic congestion or operational problems, which could normally be anticipated.

   2. Until notified by supervisory personnel of the Authority or by notification to the general public that portions or all of the Authority’s operations have been suspended, employees shall report for work at their regularly scheduled time and place. Employees already at work shall continue to perform their assigned duties until notified by supervisory personnel to do otherwise.

   3. Depending on the nature and severity of the situation, the Authority will assign work, if any, to the operators as they report to work for the emergency. If more than one operator reports at the same time, the most senior operator will be assigned work first.
4. In the event that any or all runs are canceled, shops are shut down, or offices closed as a direct result of a declared natural disaster, Authority personnel so affected shall be paid for all lost time, up to an amount equal to the amount they would have received under their normal assignment or shift for that day. Should the emergency extend beyond a normal operating day, employees who would have normally been scheduled to work but who are not scheduled to work shall be authorized to draw upon their accumulated vacation time until such time as the emergency is declared ended or until the employees have exhausted their leave balance. Employees that volunteer for the ‘Emergency Response Team’ will receive time and a half (1 1/2) for all time worked as an Emergency Response Team member. All other employees will receive overtime for hours actually worked over 40 hours.

5. Following a natural disaster, service will be restored as conditions permit. During the restoration period, work will be scheduled and dispatched solely at the discretion of the Authority.

6. Depending upon the nature and severity of the disaster, the Authority shall strive to maintain normal payroll dates. However, due to possible circumstances, pay dates cannot be guaranteed.

12.0 Additional Operational Information

If the emergency service hours to be provided are expected to be greater than twelve (12) hours, two operator group report times may be required. Example: bus routes running under emergency conditions are expected to run from 0400hrs to 2400hrs; first group of operators’ reports at 0350hrs and runs to 1400hrs - second group of operators’ reports at 1350hrs and runs to 2400hrs.

It must be taken into consideration that at the same time HART is attempting to continue regular service at some level, we may also be running EOC evacuation hurricane routes, and also be in the process of starting to move buses to both USF and Yukon Centers.
ATTACHMENT I – DEPARTMENT OF TRANSPORTATION INFORMATION

1.0 OXYGEN TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus or train only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer’s instructions. The manufacturer’s instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus or train. Visually inspect the cylinders for dents, gouges or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported on board the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- Each cylinder should be secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. “Secured” means that the cylinder is not free to move when the vehicle or train is in motion.
- Oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus or train.

2.0 OXYGEN TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).
FOR FURTHER INFORMATION:
Marilyn Burke
PHMSA Emergency Coordinator
703-403-0365

3.0 EVACUATION PROCEDURE IN CASE OF FIRE OR OTHER EMERGENCY

Park the bus as far as possible from the road:
- Turn on hazard lights
- Set the parking brake
- Turn engine off
- If possible turn off master power

Tell the passengers that you are concerned for a threat of fire (or other emergency) and that passenger’s safety is your first priority. If you have a passenger or passengers with disabilities on the coach and they require assistance to evacuate, ask for a volunteer or volunteers to assist in evacuating passengers with disabilities, and then assure the passenger or passengers with disabilities that you will provide whatever assistance is needed to allow them to exit the coach in a timely manner.

Open or ask others to open the roof hatches to help with ventilating of smoke and assist others in getting off safely and then say, “Evacuate in an orderly fashion.”

Call or have someone call the fire department, and the highway patrol/police.

Move to assist passengers using mobility aids or who otherwise cannot exit the coach, either through the lift access door or other exits as required. Select the most promising helper(s) and ask them for assistance. Ask for assistance from others as needed.

NOTE: If there is time and the wheelchair lift can be used then do so. Although removal of the passenger with their mobility aid is the ideal action, protection of life is the most important.

Continue to check the vehicle for passengers, making sure it is empty while removing the fire extinguisher or first-aid kit, if needed.

Evacuation through the front door is fastest. A fire at the front of the bus may make the regular entrance unusable and an alternate route of evacuation necessary, such as the emergency windows.

If you can attack the fire, do so carefully, but do not endanger yourself or allow anyone else to endanger him or herself fighting a fire.

No procedure can answer every type of emergency that may arise. Use good common sense and guidelines provided.
# ATTACHMENT J – MEDIA CONTACT LIST – 2014

## 1.0 TELEVISION STATIONS

### Bay News 9
- **E-mail:** desk@baynews9.com
- **Newsroom phone:** (727) 329-2400 or 888-437-1239
- *First contact, if possible*

### WFLA-Ch. 8 (NBC)
- **Email:** news@wfla.com
- **Newsroom phone:** (813) 221-5788

### WTVT-Ch. 13 (FOX)
- **Email:** news@wtvt.com
- **Newsroom phone:** (813) 870-9630

### WTSP-Ch. 10 (CBS)
- **E-mail:** desk@tampabays10.com
- **Newsroom phone:** (727) 577-8550

### WFTS – Ch. 28 (ABC)
- **E-mail:** newstips@wfts.com
- **Newsroom phone:** (813) 354-2800

### WUSF- TV Ch. 16 (PBS)
- **Email:** news@wusf.org
- **Phone:** (813) 974-4000

### WVEA-Ch. 62 (Univision)
- **E-mail:** noticiastampa@entravision.com
- **Phone:** (813) 998-3662

### WRMD-Ch. 57 (Telemundo Tampa)
- **E-mail:** riciarte@zgsgroup.com
- **Phone:** (813) 319-4949 Ext: 249
- **Fax:** (813) 319-0029

### WFTT-DT (UniMas Tampa)
- **E-mail:** wfttpublicfile@univision.net
- **Phone:** (813) 998-3619
- **Fax:** (813) 813 998-3600

## 2.0 RADIO

### Clear Channel:
- **E-mail:** rcbauer@clearchannel.com
- **Phone:** (813) 832-1000
- **Fax:** (813) 831-6397

### Cox Radio
- **E-mail:** valerie.claus@coxtampa.com
- **Phone:** (727) 579-2000
- **Fax:** (727) 579-2662

### CBS Radio
- **E-mail:** rblock@wsjt.com
- **Phone:** (727) 563-8941
- **Fax:** (727) 563-8902

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  - **Email:** news@wtvt.com
  - **Newsroom phone:** (813) 870-9630
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  - **E-mail:** newstips@wfts.com
  - **Newsroom phone:** (813) 354-2800
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  - **Email:** news@wusf.org
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  - **Phone:** (813) 998-3662
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  - **Fax:** (813) 319-0029
- WFTT-DT (UniMas Tampa)
  - **E-mail:** wfttpublicfile@univision.net
  - **Phone:** (813) 998-3619
  - **Fax:** (813) 813 998-3600

**2.0 RADIO**

- **Clear Channel:**
  - **E-mail:** rcbauer@clearchannel.com
  - **Phone:** (813) 832-1000
  - **Fax:** (813) 831-6397
- **Cox Radio**
  - **E-mail:** valerie.claus@coxtampa.com
  - **Phone:** (727) 579-2000
  - **Fax:** (727) 579-2662
- **CBS Radio**
  - **E-mail:** rblock@wsjt.com
  - **Phone:** (727) 563-8941
  - **Fax:** (727) 563-8902
3.0 ALTERNATE MEDIA

WMNF-FM 88.5
E-mail: newsroom@wmnf.org
Phone: (813) 238-8001

WUSF-FM 89.7
E-mail: news@wusf.org
Phone: (813) 974-8700

WWBA-AM 1040
E-mail: studio@wwba1040.com
Phone: (813) 281-1040
(Fax: (813) 281-1948

WWMI-AM 1380 (Radio Disney)
E-mail: drew.rashbaum@abc.com
Phone: (727) 577-4500
Fax: (727) 579-1340

WRMD-AM 680 (Genesis)
E-mail: genesis680.com
Phone: (813) 637-8000

WLCC –AM 760 (Radio Luz)
Faith Talk 570 and 910 WTBN
E-mail: IvetteP@salemtpmca.com
Phone: (813) 639-1903

WAMA-AM 1550 (LA LEY)
E-mail: Patrick@megastations.net
Phone: (813) 319-5757

WTMP-AM 1150 and FM 96.1
E-mail: lounmuhammad@tampabroadcasting.com
Phone: (813) 620-1300
Fax: (813) 628-0713

WLLC-AM 760
E-mail: angela@toplinebroadcasting.com
Phone: (813) 871-1819

4.0 RADIO TRAFFIC

Metro Traffic Control
E-mail: tampa_producer@metronetworks.com
Phone: (813) 875-8500
Fax: (813) 876-5125

5.0 NEWSPAPERS

Tampa Tribune
E-mail: new@tampatrib.com
Newsroom phone: (813) 259-7600
TBO newsroom: (813) 259-8055

CENTRO Tampa
E-mail: info@centrotampa.com
Newsroom phone: (813) 259-8183

Tampa Bay Times
Tampa Bureau
E-mail: local@tampabay.com
Tampa: tampanews@tampabay.com
Newsroom phone: (813) 226-3303

Florida Sentinel bulletin
E-mail: ghayes@flsentinel.com
Phone: (813) 248-1921

La Gaceta
E-mail: gsiudut@lagacetanewspaper.com
Phone: (813) 248-3921
Fax: (813) 247-5357

La Gaceta Latina
Phone: (813) 936-4024
Fax: (813) 333-5984

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Email: bmill@bizjournals.com
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6.0 CONSTANT CONTACT EMAIL LIST

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zac.atwood@ci.tampa.fl.us
7.0 CONSTANT CONTACT E-MAIL COMMUNICATION

The Public Information Officer or the designee will make use of the “Constant Contact” online e-mail service to issue alerts to the HART Board, Tampa Historic Streetcar Board and HART senior staff.

A. Utilizing the HART account with Constant Contact allows staff to issue e-mail alerts from any computer with Internet access, eliminating the need to load extensive e-mail lists into personal computers.

B. The Constant Contact server is maintained out of state, so damage to any HART systems will not affect our ability to issue alerts.

C. A hard copy of the e-mail list is included in this hurricane plan.

D. The PIO and Marketing Associate are the primary users of Constant Contact. If these staff members are not available to issue alerts, use the hard copy list of e-mail addresses in this hurricane plan.

HART Storm Service Status

HART TO (CONTINUE, SUSPEND, RESUME, START EVACUATION) PUBLIC TRANSIT SERVICE DUE TO STORM

Tampa, FL - July 11, 2015- With regard to impending storm conditions, the Hillsborough Area Regional Transit Authority will (continue, suspend, resume) all regularly scheduled HART public transit bus, paratransit van, trolley and streetcar services service on (Day, Date) at (time).

HART patrons are encouraged to monitor local media announcements for the status of public transportation for updates, or call the HARTinfo Line at (813) 254-HART (4278), or TDD (813) 626-9158. A recorded message on service levels will be available.
(Include the following if service is continuing):
In the event of severe weather conditions including gusting winds and flooding, certain services may be suspended or cancelled.

(Include the following if we are starting evacuation service):
Under the direction of the Hillsborough County Emergency Operations Center (EOC), HART’s Emergency Evacuation Bus Routes will begin operation at (time) on (date). The ten routes serve four designated American Red Cross shelters in Hillsborough County. People who need transportation to these shelters can find their nearest Evacuation Bus Route on www.hartline.org or by calling the HARTinfo Line at (813) 254-HART (4278).

Areas not covered by HART’s Evacuation Bus Routes will be served by buses operated by the Hillsborough County School District. Citizens needing information about emergency evacuations or with special medical needs should call the EOC at (813) 272-6900. The Hillsborough Area Regional Transit Authority operates under the EOC plan in the event of a hurricane.

(Include the following if service is about to resume after suspension):
All HART employees shall report to duty at their regularly scheduled times.

For more information on HART’s Emergency Evacuation Bus Route service, including maps and detailed instructions, visit our website, www.hartline.org, and click on "Emergency Evacuation Routes."

Sandra Morrison
Public Information Officer
e-mail: MorrisonS@goHART.org
phone: (813) 384-6610
cell phone: (813) 545-5497
MEDIA ALERT

Please note that the automatic signature will be as follows:

Sandra Morrison
Public Information Officer
Hillsborough Area Regional Transit
Office: 813-384-6610
Cell: 813-545-5497
morrisonso@goHART.org

If a designee is using Media Alert, then the correct contact information should be noted.

MEDIA ALERT

INSTRUCTIONS FOR USING MEDIA ALERT WEB SITE MESSAGE POSTING PAGE.

1) Go to web site www.media-alert.com
2) Click “POST”
3) Type in your entry code as:
   m3diaalertpi0
   (all lower case and final character is the numeral zero)
4) Enter the e-mail address to which you want “results verification” sent
5) Enter your Media Alert login (we will furnish to you) hart
6) Enter your Media Alert password (we will furnish to you), then click on “Submit & Verify” 11100022
7) In the large text box, type in or paste in and edit your story
8) If you have no photo to post, skip to step 13
9) If you have a photo to post, click “yes” button below the big text box
10) Enter a caption in the “Please Enter Photo Subject Name” box
11) Click the Browse button and locate and enter your photo or graphic
12) Enter a short description (less than 1000 characters) of your graphic
13) Click “Send Message” once and please be patient. Processing should take less than 60 seconds
14) You should receive a “Success!” message page plus other information
15) Your e-mailed verification will contain your entire story as posted for you to file or attach to other documents as necessary

QUICK ALERT EMERGENCY NUMBER – 877-332-3017
This is a 24/7 answering service which will transcribe and transmit a short message when a computer is not available to you. When the operator answers, identify yourself and tell him/her what your Login is, so your agency is accurately identified and your personal distribution list is alerted.

AUTOFAX NUMBER – 888-456-0490
You can send a FAX document over Media Alert. Notify us the FAX numbers from which you will be sending your FAXs. We will convert them to PDFs and send them to the media within 60-seconds.
EXTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO and COO) Changes in service finalized by Chiefs

PIO Drafts News Releases About HART Service

PIO Must Seek Approval from CEO and 1 Additional Chief Before All Final News Releases Are Distributed!

EOC Media Relations Office (See Attachment B-5)

Constant Contact List for HART Board, THS Board and HART Senior Staff (See Attachment J-1)

Dispatch

Online Posting: HART website and social media

As a last resort, use the Media Alert system to communicate with media if external information is not being distributed via the EOC Media Relations Office. See Attachment J-3

HART Rep @ EOC

COO
INTERNAL COMMUNICATIONS

HART Rep @ EOC

Email Group for Hurricane Status Updates (Includes PIO)
Changes in personnel needs finalized by Chiefs

Telephone Contact Tree (See Attachment L)

PIO Drafts
HART Employee Updates

PIO Must Seek Approval from CEO and all respective Chiefs before Employee Updates Are Distributed!

EOC Media Relations Office (See Attachment B-5)

Constant Contact List for HART Board, THS Board and HART Senior Staff (See Attachment J-1)

Dispatch

Online Posting: WWW Home Page (Employee Section)
**Scenario Storm Characteristics**

- Category 4 hurricane at landfall
- Maximum sustained winds > 150 mph
- Estimated storm surge of 22 feet
- Landfall in north of Tampa, FL
- Major cities most impacted: Tampa, St Petersburg, and Orlando FL

<table>
<thead>
<tr>
<th>Population within Potential Surge Zones</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population within each flood depth range</td>
<td></td>
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<tr>
<td>16+ feet</td>
<td>2,400</td>
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<tr>
<td>11-15 feet</td>
<td>22,500</td>
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<td>27,100</td>
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<tr>
<td>6-8 feet</td>
<td>98,700</td>
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<tr>
<td>1-5 feet</td>
<td>602,800</td>
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<table>
<thead>
<tr>
<th>Population Impacted by Potential Power Outages</th>
<th>Population</th>
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<tr>
<td>(widespread power outages expected around the Tampa Bay area, localized outages expected in the rest of central Florida) Times to restoration are after damage assessment</td>
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<tr>
<td>Affected</td>
<td>&gt; 2,200,000</td>
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<tr>
<td>7 days</td>
<td>75% restored</td>
</tr>
<tr>
<td>10+ days</td>
<td>Fully restored</td>
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</table>

<table>
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<tr>
<th>Estimated Economic Impacts</th>
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<tr>
<td>Direct costs for business interruptions</td>
<td>$1-2 billion</td>
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<tr>
<td>Total costs for business interruptions</td>
<td>$3-4 billion</td>
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<table>
<thead>
<tr>
<th>Facilities of Interest</th>
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<tbody>
<tr>
<td>Major Seaports</td>
<td>Port of Tampa, FL</td>
</tr>
<tr>
<td>Major Transportation Routes</td>
<td>I-75</td>
</tr>
<tr>
<td>Expected Major Airport Closures</td>
<td>Orlando International</td>
</tr>
<tr>
<td>Water Distribution Treatment Plants (impacted by potential storm surge)</td>
<td>Tampa Bay Groundwater Treatment Plant</td>
</tr>
<tr>
<td>Major Wastewater Treatment Facilities (large plants impacted by storm surge)</td>
<td>Howard F. Curran Advanced Wastewater Treatment Plant</td>
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</table>
### Impacts by Infrastructure Sector

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Level</th>
<th>Impacts</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
</table>
| Agriculture             | M     | • Could impact the citrus crop  
• Local damage will be severe but is unlikely to impact the broader market for agricultural commodities |     |        |      |
| Banks & Finance         | L     | • No long-term impacts expected due to backup systems but electronic transfers could be affected due to loss of electric power and telecommunications services |     |        |      |
| Chemical Plants         | M     | • Primary Tampa-area chemical facilities process locally-mined ammonia phosphates for use in agriculture, and represent 94% of U.S. processing capacity  
• Impacts not major, loss of business due to electric power outages |     |        |      |
| Commercial Facilities   | L     | • Not analyzed |     |        |      |
| Dams                    |       | • Not analyzed |     |        |      |
| Defense Industrial Base |       | • Emergency response delays expected due to transportation, electrical power, and telecommunications disruptions |     |        |      |
| Emergency Services      |       | • Widespread power outages expected around the Tampa Bay area  
• Localized outages expected in the rest of the study area  
• 75% restoration expected within 7 days following damage assessment  
• Full restoration may take over 10 days following damage assessment |     |        |      |
| Energy: Electric Power  | B     | • 4 compressor stations and no processing plants in affected area |     |        |      |
| Energy: Natural Gas     | L     | • No refineries in the area  
• Many refined products are imported through the Port of Tampa. If this port is damaged there could be fuel shortages in the area |     |        |      |
| Energy: Petroleum       | H     | • Impacts may be locally or regionally significant |     |        |      |
| Government Facilities   | L     | • Impacts may be locally or regionally significant |     |        |      |
| Information Technology  | L     | • Impacts may be locally or regionally significant |     |        |      |
| National Monuments      | L     | • Impacts may be locally or regionally significant |     |        |      |
| Nuclear Facilities      | L     | • No nuclear power plants in the study area |     |        |      |
| Postal & Shipping       | M     | • Expect delays due to transportation impacts |     |        |      |
| Hospitals & Nursing Homes| M     | • Evacuations and potential closure of some facilities in impacted area will increase demand on neighboring regional facilities |     |        |      |
| Telecomm: Wireline      | B     | • Expect damage to telecommunications infrastructure (poles and overhead lines) especially in the Tampa Bay area  
• Restoration of full service may take weeks |     |        |      |
| Telecomm: Wireless      | B     | • Not analyzed |     |        |      |
| Transport: Road/Rail    | B     | • Ground transportation impacts due to flooding and debris and I-75 could be impacted due to flooding and storm debris |     |        |      |
| Transport: Airports     | B     | • Potential airport closures in Tampa and Orlando |     |        |      |
| Transport: Seaports     | B     | • Port of Tampa expected to be impacted  
• Area relies on petroleum products shipped through this port |     |        |      |
| Water: Drinking Water   | M     | • Two regional water treatment plants comprise the Tampa Bay water supply  
• Water distribution relies on pumps which are reliant on electric power to transport fluids |     |        |      |
| Water: Wastewater       | M     | • Howard F. Currin Advanced Wastewater Treatment Plant treats all wastewater discharged to the City of Tampa system  
• St. Petersburg's wastewater treatment system consists of over 1,400 miles of collection mains |     |        |      |
TAMPA BAY AREA, CATEGORY 4 STORM UPDATE

The Tampa/St. Petersburg, Florida area was chosen because of the high risk of hurricanes impacting this area and its importance to the area for providing petroleum products to Florida. A major hurricane striking this area could temporarily close seaport facilities in the Tampa area, the entry point for many of the refined products for Central and Southern Florida. This port was designed to withstand the storm surge of a Category 3 hurricane. The characteristics used for this storm were based upon a 1921 hurricane which made landfall just south of the Tampa area. NISAC moved the storm track for this study slightly north to maximize the effects on the Tampa Bay area.

Verification of Previous Forecasts

Table 8: Summary verification of the authors’ six previous years of seasonal forecasts for Atlantic TC activity from 2008-2013.

<table>
<thead>
<tr>
<th>Year</th>
<th>Update 7 Dec.</th>
<th>Update 9 April</th>
<th>Update 3 June</th>
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## 2012

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## 2014

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### HOW TERRORISTS MIGHT EXPLOIT A HURRICANE

CINDY

Terrorists are unlikely to exploit a hurricane; however, if terrorists were to do so, they would have several opportunities. One opportunity would be for a group like al-Qaida to capitalize on the hurricane—and its strain on emergency response and security personnel—to launch a strike elsewhere in the region or country. Moreover, organized groups, splinter cells, or lone wolf terrorists might observe security measures to help planning for a future event, target
evacuation routes and emergency shelters, or even impersonate emergency responders to attempt to gain access and cause destruction.

Possible mitigation strategies include maintaining vigilance and emergency response preparedness for a potential simultaneous terrorist attack. They also include increased security procedures and reporting of unfamiliar vehicles and personnel.

EXPLOITING A HURRICANE FOR A SIMULTANEOUS ATTACK

It is unlikely that terrorist groups would attempt to capitalize on a hurricane. The planning these groups normally require would be complicated by the fact that hurricanes are unpredictable, their locations shift, and intensity varies. However, it is conceivable that a terrorist group like al-Qaida, if it had plans in place for an attack elsewhere in the region or country, might attempt to time such an attack to a hurricane.

- Terrorists might hope that such an attack would capitalize on the deployment of security and emergency response resources to the area of the hurricane so as to increase chances for a successful strike and more difficult recovery.
- Terrorists might even hope that National Guard and other units are less able and well-equipped to respond to multiple events in the homeland because of deployments overseas.

THREATS ON SITE AND THE HURRICANE LIFECYCLE

The hurricane lifecycle is divided into three components: pre-event, during, and post-event. Vulnerabilities that might arise during the life cycle of a hurricane should be examined, as well as potential threats to exploit these vulnerabilities at the hurricane site itself.

A splinter terrorist cell or a lone actor, rather than an established terrorist group, would be more likely to exploit a hurricane on site. This could include persons pursuing a political agenda, religious extremists, or other disgruntled individuals.

The following section provides charts breaking down the potential threat, impact and vulnerability for the entire life cycle, and the particular phases of a hurricane.

Entire Life Cycle

Several types of exploitation or attacks may potentially be conducted throughout the hurricane lifecycle — hostage situations or attacks on shelters, cyber attacks, or impersonation of emergency response officials and equipment to gain access. Hostage situations are particularly worrisome due to limited security in evacuation shelters, high density of people, and the high publicity for this type of attack.

Entire Hurricane Lifecycle

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
</table>

54
### Hostage Situation or Attack on Evacuation Shelters

- High value target to incite panic
- Destroying a place of refuge will cause a loss of confidence in the government’s ability to protect its citizens
- Mass of population along transportation infrastructure (e.g. bridges, tunnels)
- Minimal security, numerous bags and suitcases, concentrated population
- Manned by volunteers (e.g.- lax security)

### Cyber attacks

- Confusion
- Economic impact
- Public agitation
- Confusion through erroneous information
- Terrorists may exploit key web sites to pass erroneous information
- May seek to gain control of key assets (e.g. water dam, SCADA systems) during an event to create havoc
- Denial of service, network intrusions, release of malicious codes

### Impersonation of first responder personnel

- Moderate Panic
- Lack of identity checks and increased willingness to leverage resources of other communities and welcome assistance

### Pre-Event

The most likely exploitation of a hurricane in the pre-event period is surveillance by terrorist individuals or groups to understand security measures of hard targets—such as government facilities. Terrorists could observe precautionary measures to gauge emergency response resources and continuity of operation plans at critical infrastructures.

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeting of Evacuation Routes</td>
<td>• Mass panic</td>
<td>• Soft target</td>
</tr>
<tr>
<td></td>
<td>• Possible high casualties</td>
<td>• Mass of population along the transportation infrastructure (key choke points)</td>
</tr>
<tr>
<td></td>
<td>• Destabilization</td>
<td>• High profile nature</td>
</tr>
<tr>
<td></td>
<td>• Loss of public confidence in the government</td>
<td>• Clearly identified evacuation routes susceptible to attack</td>
</tr>
<tr>
<td></td>
<td>• Immobile population</td>
<td>• Could lead to a failure to evacuate</td>
</tr>
<tr>
<td></td>
<td>• Increased media coverage</td>
<td></td>
</tr>
<tr>
<td>Critical Infrastructure Surveillance</td>
<td>• Low initial value; yet useful information for future attacks</td>
<td>• Preparation procedures may be easily observed</td>
</tr>
<tr>
<td></td>
<td>• Detailed reconnaissance opportunity</td>
<td>• Terrorists adapt strategically not tactically</td>
</tr>
</tbody>
</table>
| Targeting of a shopping mall, grocery store or home improvement center as public prepares | • Possible high casualties  
• Destabilization and fear  
• Panic  
• High media coverage | • Congregation of population  
• Low security |
During Event

Physical attacks during an event are considered less likely due to the severe weather, unpredictability of the storm path and the difficulty of mobilizing resources. Hard targets such as critical infrastructures may be more difficult to attack during the storm since security personnel will have initiated emergency operations. Emergency responders will have a greater presence in areas due to emergency shift schedule operations.

### During Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attack on Critical Infrastructure and Key Assets</td>
<td>• High shock value</td>
<td>• Decreased security presence</td>
</tr>
<tr>
<td></td>
<td>• Low panic since population is immobile</td>
<td>• Weakened infrastructure from a natural event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hostage opportunities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Potential reduction of personnel</td>
</tr>
<tr>
<td>Cyber attack on 9-11 Call Centers</td>
<td>• Moderate public panic</td>
<td>• Increased reliance on emergency communications during an event</td>
</tr>
<tr>
<td>Emergency Broadcast Network</td>
<td></td>
<td>• Increased volume may impact system</td>
</tr>
<tr>
<td>Physical or Cyber Attack on Communication Towers and Infrastructures</td>
<td>• Confusion</td>
<td>• Communication is critical to respond to an attack, but is potentially vulnerable to a target attack, either cyber or physical</td>
</tr>
<tr>
<td></td>
<td>• Hamper ability to respond</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Loss of life</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Incite panic</td>
<td></td>
</tr>
<tr>
<td>Increased Access, Ability to Attack via Tidal Surge</td>
<td>• Variable depending on what target and the method of attack</td>
<td>• May utilize flooding to access infrastructure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tidal surge may destroy key security measures at facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• May provide access via water to critical sites, attacks on dams</td>
</tr>
</tbody>
</table>

Post-Event

After the event, terrorists may build on public panic to further destabilize the system by disseminating rumors of infectious diseases, or actually contaminating emergency food and water supplies.
Post-Event

<table>
<thead>
<tr>
<th>Threats</th>
<th>Impact</th>
<th>Vulnerabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contamination in Distribution Chain of Emergency Relief</td>
<td>• Stress public health system</td>
<td>• Low security</td>
</tr>
<tr>
<td></td>
<td>• Increase media coverage</td>
<td>• New distribution mechanisms without clarified roles</td>
</tr>
<tr>
<td></td>
<td>• Further destabilization</td>
<td></td>
</tr>
<tr>
<td>Bomb threats or CBW Hoax</td>
<td>• Panic</td>
<td>• High alert of the public</td>
</tr>
<tr>
<td></td>
<td>• Stress public health system</td>
<td>• Weakened emergency response capabilities</td>
</tr>
<tr>
<td></td>
<td>• Increase media coverage</td>
<td>• Overloading of hospitals and health care infrastructure</td>
</tr>
</tbody>
</table>

Recommendations

Based on the above speculation, several actions might help mitigate or prevent potential terrorist exploitation of a hurricane.

- Maintain security and emergency preparedness in the event of an attempted terrorist strike elsewhere in the region or country during the hurricane.
- Remind corporate security directors to observe and report casing of critical infrastructure by unfamiliar vehicles and personnel during the period of heightened hurricane security, as well as report missing personnel and equipment.
- Institute increased security procedures (e.g. identification checks) at all facilities.
- Increase patrols and vigilance of staff at key locations throughout the system, including watching for unattended vehicles at these locations.
- Advise the first responder community, telecommunications personnel, and power restoration personnel to increase identification procedures to prevent imposters from gaining unauthorized access to targets.
- Ensure even reallocation of emergency response resources.
- Ensure that food and other emergency relief supplies are secure.

HURRICANE CONTROL SYSTEM ASSISTANCE

United States Computer Emergency Readiness Team – Control Systems Security Center (US-CERT)

The Department of Homeland Security (DHS) recognizes many critical infrastructure control systems were shutdown, damaged, or destroyed as a result of Hurricane Katrina. The following information provides assistance to owners and operators in rebuilding and securely restarting those sensitive control systems.
I. OVERVIEW

Hurricane Katrina, one of the worst natural disasters in U.S. History, devastated the Gulf Coast of the United States on 29 August 2005. A number of the critical infrastructures within the region were shutdown, damaged, or destroyed as a result of Hurricane Katrina. These critical infrastructures provide electricity generation, transmission and distribution; natural gas production and distribution; petroleum products refining; transportation systems monitoring and control; water supply; wastewater treatment; food production and processing; chemical processing; discrete manufacturing, and numerous other critical functions. These critical processes and functions are monitored and controlled by specialized systems called control systems. A control system is defined as the combination of computers, process control equipment, process interface systems and associated applications which work in concert to monitor and control variables of a technical process and manage the process of interest.

To assist control system owners, operators, vendors, and service providers in bringing control systems, and the sensitive processes and functions they monitor and manage, back into operation as safely and as securely as possible under the circumstances, the Department of Homeland Security (DHS) United States Computer Emergency Readiness Team (US-CERT) Control Systems Security Center (CSSC) compiled a set of items to consider when restarting and rebuilding control systems. Point of contact information for requesting assistance from the US-CERT CSSC is also provided in the last section of this document.

II. CONTROL SYSTEM RESTART ISSUES

The US-CERT CSSC understands that the primary concern of critical infrastructure control system owners and operators during this time of recovery is bringing operations back online as quickly and safely as possible. In addition, DHS CSSC realizes that personnel are operating under difficult conditions and recognizes that systems, components, and associated communications may be operated in ways other than how they were utilized pre-hurricane. Response actions taken as a result of the hurricane could result in short cuts or varying system configurations that could potentially leave systems vulnerable to cyber attacks and introduce other problems.

The loss of major critical infrastructures and associated control systems in the Gulf Coast Region has created cascading impacts across multiple critical infrastructure sectors. During the aftermath of a natural disaster, threat agents with malicious intent may attempt to exploit new vulnerabilities or take advantage of existing vulnerabilities as significant focus and resources are directed to those in need. It is important for the control systems community to be cognizant of threats that may attempt to take advantage of personnel and systems likely to be more vulnerable to both physical and cyber attacks as a result of the hurricane. Threats may come from a threat agent who is targeting a specific system or may come from a virus, worm, Trojan or other malicious software that has become commonplace in today’s connected world.

III. PUTTING CONTROL SYSTEMS BACK INTO OPERATION SAFELY AND SECURELY

To assist owners and operators in bringing critical control systems back into operation safely and securely, the US-CERT CSSC compiled a list of items for consideration. This list was produced through consolidation of input from a number of public and private control system security specialists.
These suggested items are not intended to replace a company's or facility's Disaster Recovery Plans (DRP) or Continuity of Operations Plans (COOP), which should already be in place and are likely already being executed in response to the hurricane. These items serve as reminders to ensure security is considered in a range of areas as control systems are placed back into operation. It is expected that some form of damage assessment has already been conducted to determine if control systems, associated components, and communications need to be restarted, repaired, or replaced (rebuilt).

Establish Physical Security

- Establish physical security at all sites, whether damaged or not, to prevent anyone from altering or vandalizing equipment.
- Determine which individuals require access to systems and components, including communications systems, and limit access to those individuals.
- Establish a method to authorize access.
- Ensure control system, associated components, and communications equipment accesses are logged and tracked: Logs should be reviewed several times a day during this recovery period as systems are being brought back into operation.

Establish Personnel Security

- Ensure individuals who will have access to control systems come from trusted and reputable sources.
- If the established personnel familiar with your local systems are not available, then seek the advice of operators in similarly configured facilities, retired staff members, contractors and other persons who may have knowledge of your site-specific conditions and procedures. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return control systems to operation securely.

Establish Configuration Control

- Maintain hardware and software configuration control and tracking to account for replaced or modified components. There may be a tendency, in the rush to get systems operational, to install parts that are not properly configured or patched (temporary fixes often become permanent solutions).
- Monitor disposition of computer equipment and file storage systems that will be removed. Ensure that hard-drives or data does not fall into hands where it may compromise either sensitive operational information or access information (user ID's/passwords).
- Ensure adequate policies and procedures are documented/implemented for secure disposal and destruction of damaged equipment or software.

Verify Hardware

- For replacement systems and components, utilize approved control devices acquired from authorized dealers where possible (avoid possibility of nefarious/covert capabilities being placed into system).
- Perform system/equipment validation and calibration tests on all sensors (as appropriate), devices, IED's, and controllers associated with the system under control.
prior to placing the system into operation. Repair, calibrate, reconfigure, or replace as necessary.

- Key components may have been looted, causing faulty operation of the overall system. Conduct a complete point-to-point checkout of the system to identify any missing or damaged components. Conduct point-to-point conductivity test, power, I/O, interconnection, cable runs, etc.

- Verify that power system is working adequately. If utilizing an uninterruptible power supply (UPS), attempt to get it working correctly before turning on anything else. If you have to by-pass the UPS, verify that circuits are adequate. Battery backup units could be exhausted; verify operability of backup power.

- Power systems may lock in an “on” state and not be able to be turned off due to hidden shorts. Test or inspect for proper operation.

- Ensure hardware has current firmware (with security updates) installed.

- Ensure systems are set to fail in a “safe” mode.

- Ensure hardware is configured in compliance with established security policies and procedures.

- If possible and where appropriate, manual operation of controlled equipment may be appropriate to identify operational problems before automatic operation is commenced.

Verify Software

- Loss of power (and battery backup power) can cause some control systems to revert to a manufacturer default state, including insecure default settings and passwords. Check to ensure appropriate versions of programs are in place and that all passwords are sufficiently secure.

- Prior to restart; verify all firewall and router access lists are in effect.
  - Review settings to ensure unnecessary communications are not permitted on networks (corporate networks or control system networks).

- Take advantage of this period of time while systems are off-line to ensure all software (and hardware) upgrades, patches, and anti-virus programs are in place and operating correctly (particularly security upgrades and patches).
  - Patch and test existing systems.
  - Patch and test any new systems or components that will be installed.
  - Test that anti-virus software will not impact control system performance.

- Ensure systems are set to fail in a “safe” mode.

- Ensure software (applications and programs) are configured in compliance with established security policies and procedures.

- Systems should be secured before being attached to a network. Software downloads should be performed from systems “trusted” to be secure.

Secure Remote Support

- Analyze need for remote support from vendors, integrators, and others who assist with equipment installs, repairs, or maintenance.
If remote access is required, ensure it is implemented securely (including secure identification/authentication, authorization, and encryption) and logs are maintained and monitored.

Allow authorized remote support connections to occur only for specified periods of time from specified system/locations.

Intrusion Prevention Systems (IPS) and/or Intrusion Detection Systems (IDS) are recommended to monitor these remote connections.

Secure Communication Paths

- Secure external communications to/from control systems.
  - Protect/segregate control networks from Internet and corporate networks to the extent possible.
  - The control system and any associated networks should initially have no, or very limited, external communications before restart.
  - Identify each external connection requirement, analyze, and gain appropriate approval.
  - Develop and implement mechanisms for secure external communication.
  - Ensure all external communications are securely filtered through a firewall or some equivalent device.
  - Monitor external communications with an IPS and/or IDS and review logs on regular basis.
  - Assess business, vendor, and regulatory connections; they may have been compromised or affected by events and could potentially contain malicious code that could spread to your system.
- Secure all telephone/modem connections to control system networks and equipment.
  - Allow authorized, securely configured, modem connections to occur only for specified periods of time from specified systems/locations.
- Secure wireless connections.
  - If wireless systems are going to be implemented to replace or augment hard-wired connectivity for control systems and components, ensure appropriate wireless cyber security measures are implemented.
  - If backup communications paths are being utilized instead of “normal” operations communications paths (e.g. backup T1 connection which does not pass through a firewall and was never secured), ensure appropriate security controls are implemented.
- Secure control network internal communications.
- Ensure communications equipment (routers, switches, firewalls, VPN devices, etc.) and control systems and associated components are secured in accordance with established security policies.

Safely and Securely Start Control Processes

- Ensure for all systems and components repaired or replaced (control systems, actuators, sensors, routers, firewalls, etc.) that an individual was assigned responsibility and implemented appropriate security measures.
- Ensure safety systems are in place and operating properly before attempting to restart control process.
- Equipment grounding and grounding protection equipment should be inspected, tested, and repaired as necessary. This is critical for equipment and hardware torn loose from high winds or flood water debris, or exposed to excessive moisture, chemicals, or toxins which could corrode or degrade their ability to handle short circuit faults.
- If emergency power supplies or generators are utilized to supply temporary power to components of the control system, ensure proper emergency shutdown protection and interlocks are enabled.
- Restart process.
  - Put extra eyes on watching safety and control system displays during restart.
  - Watch for any indication of out-of-the-ordinary performance. If out-of-the-ordinary conditions arise, stop safely, retest, reconfigure, and re-build as necessary.

After everything “checks-out” OK, establish necessary external communications securely as described in section on “Secure Communication Paths.”

Taking notes during the recovery process can prove valuable for lessons learned initiatives and for updating relevant DRP, COOP, policy, guidance, and procedure documents. It is recommended that a risk assessment, which includes a vulnerability assessment, be conducted to identify any vulnerability which may have arisen as a result of changes made to the control system and surrounding environment.

IV. CONTROL SYSTEM ASSISTANCE POINTS OF CONTACTS

The DHS US-CERT CCSSC was established to bring together control system owners, operators, Information Sharing and Analysis Centers (ISACs), vendors, industry associations, and subject matter experts to address control systems cyber vulnerabilities and to develop and implement programs aimed at reducing the likelihood of success and severity of impact of a cyber attack against a critical infrastructure. The US-CERT CSSC works to enhance the cyber security of the Nation’s critical infrastructure by coordinating government and industry activities and has relationships with relevant federal agencies, National Laboratories, private sector control system entities and subject matter experts to ensure the best available facilities and minds are addressing the critical task of protecting our Nation’s control systems used in critical infrastructure.

The US-CERT CSSC would like owners and operators to work with their Sector Specific Agencies (SSA’s), Sector Coordinating Councils, and sector ISACs to provide status and share information, lessons learned, and data that can be utilized to develop timely situational awareness on the health of critical infrastructure sectors in the areas impacted by the hurricane.

DHS would like to inform the control system community that the US-CERT CSSC can provide assistance in ensuring control systems are brought back into operation in a safe and secure manner. The US-CERT CSSC can assist in locating individuals and entities that can help owners and operators return systems to operation and can assist owners and operators with
cyber security issues. Requests for assistance from the US-CERT CSSC can be made by contacting the US-CERT via telephone at (888) 282-0870 or by sending an email to soc@us-cert.gov. Information about the US-CERT can be found on its web site (http://www.us-cert.gov).

FEDERAL EMERGENCY RELIEF PROCESS
(The following information is provided by APTA)

Basic Process

- After a disaster occurs, a joint Federal Emergency Management Agency (FEMA) State team performs a preliminary damage assessment to determine the impact and magnitude of the damage and resulting unmet needs.

- The Governor files a formal request that the President issue a Declaration of Disaster (or Emergency, as appropriate to the level of damage). This request must include information on state and local efforts in dealing with the situation and identify the type and extent of Federal aid needed. *It is this request which must discuss the needs and efforts of the transit system.* The request for aid must include a request for money to be used by the transit system if the transit system is to be eligible for Federal disaster aid funds.

- FEMA staff reviews the Governor's request and makes recommendation to the President on request.

- The President makes a determination granting or denying the request in whole or part.

- FEMA, in turn, notifies the Governor of the determination and designation of available assistance.

- FEMA and the State enter into an agreement. This document is a detailed statement of the understandings, commitments and conditions for Federal assistance.

What Can Transit Do To Be Included

- As early as possible during the situation, contact the Governor’s office to provide information on damage suffered by the transit system and needs. Provide information detailing how the transit system is assisting in relief efforts, along with costs of providing such relief. Do not hesitate to offer draft language that can be included directly into the Governor’s request. Try to suggest that the request language be broad enough to cover transit related uses even if transit is not specifically mentioned. Similarly, try to discourage very narrow language that will have the unintended effect of excluding the transit system from being eligible for funds.

- During the Preliminary Damage Assessment phase, damage assessment teams are permitted by the regulations to include “other state agencies… as needed”. If it makes sense, ask/offer to participate in these teams and/or invite the team to the transit property.

- If the original Governor’s request does not account for the transit systems needs, do not necessarily give up. The regulations provide that the Governor may request additional-supplementary assistance within 30 days of the termination of the incident or
the Declaration, whichever is later. Contact the Governor’s office and try to have them make a supplementary request.

- If the original Governor’s request included transit, but was denied in whole or part, the Governor may appeal (once) within 30 days after the date of the denial letter. As suggested above, the transit agency can contact the Governor’s office and try to get an appeal of an adverse decision.

- It is important that the transit agency keep accurate records of all hours and expenses incurred in disaster recovery efforts in order that appropriate information be available to the state’s Emergency Management Agency. (The actual administration of request will be handled through the state, not FEMA).

Additional information regarding the FEMA process and regulations can be obtained by contacting APTA at 202/898-4108.
ATTACHMENT L – DEPARTMENTAL TELEPHONE CONTACT TREE

HART EOC Representative E-mail Group for Hurricane Status Updates
Chief Financial Officer Telephone Contact Tree
Marketing Telephone Contact Tree

```
Sr. Manager, Marketing Services

Marketing Field Representative

Marketing Associate

Sr. Graphic Designer

Graphic Technician II
```
Chief Operating Officer Telephone Contact Tree – Maintenance Department on following page.
Director of Maintenance Telephone Contact Tree
Risk and Environmental Safety Telephone Contact Tree

Director of Risk & Safety

- Project Coordinator II
  - Manager of Safety & Security
    - Safety & Security Specialist
    - Safety & Security Specialist - Rail
  - Risk Specialists I
    - Risk Specialists II
    - Risk Specialists III
ATTACHMENT M – MEMORANDUM OF UNDERSTANDING FROM USF

Hillsborough Area Regional Transit Authority
1201 E. 7th Avenue • Tampa, Florida 33605
(813) 384-6600 • fax (813) 384-6284 • www.goHART.org

April 17, 2015

Ms. Judy Genshaft,
President
University of South Florida
4202 E. Fowler Avenue
Tampa, Florida 33620

Dear President Genshaft:

The Hillsborough Transit Authority (a.k.a. HART) has developed an Emergency Preparedness Plan as members of the Hillsborough County Emergency Operations Center. During an emergency, it may become necessary to divert HART’s fleet of buses and support vehicles to several alternate locations in order to assure that the Authority can maintain an adequate number of vehicles to meet the transportation needs of the community.

HART is seeking approval to stage 40 to 50 buses/support vehicles in an identified and authorized parking area on USF property. During the emergency, such as a hurricane, the HART vehicles would be staged in the USF identified parking area for the duration of the storm. In the event of an emergency requiring the relocation of HART vehicles to USF property, a HART representative will contact the University Police Dispatch Center at (813) 974-2628 to begin the coordination of activities.

HART will take care not to harm or damage USF property and will accept liability for any property damage caused by its vehicles up to the limits stated in FS 768.28. HART is a self-insured State chartered entity for general liability exposures. A Certificate of Liability Insurance is attached.

As agreed by both parties (2) two additional provisions are included in this Memorandum of Understanding (MOU), (1) the agreement has a term of two years from the date of signature, and may be renewed for an additional two year period by the mutual agreement of the parties. (2) this agreement can be terminated by either party providing 30 days written notice.

HART hopes to continue a long and lasting relationship with USF, and appreciates the support and assistance provided. If there are any questions regarding this matter, please feel free to contact me at (813) 384-6652.

Sincerely,

Rickey Kendall
Risk & Environmental Safety Director
Hillsborough Transit Authority

Through this Memorandum of Understanding, I agree to allow the Hillsborough Transit Authority in the event of an emergency (hurricane or storm) to use an area identified by USF as a Staging area.

Signed: [Signature]
DATE: 26 Apr 15

Approved as to Form and Legal Sufficiency

Attorney, USF
Exhibit 1 – FEMA Flood Hazard Zone Map

<table>
<thead>
<tr>
<th>Location</th>
<th>Hurricane CAT Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ybor Office</td>
<td>0</td>
</tr>
<tr>
<td>21St</td>
<td>0</td>
</tr>
<tr>
<td>Yukon</td>
<td>0</td>
</tr>
<tr>
<td>Netpark</td>
<td>0</td>
</tr>
<tr>
<td>UATC</td>
<td>0</td>
</tr>
<tr>
<td>MTC</td>
<td>4</td>
</tr>
<tr>
<td>Northwest</td>
<td>3</td>
</tr>
</tbody>
</table>
Hillsborough County evacuation map and shelters

HURRICANE EMERGENCY PLAN

Exhibit 2 – Hillsborough County Evacuation Map & Shelters

During an evacuation, HART offers free special evacuation service to local Tampa Bay residents who need transportation to and from shelters. For more information or to schedule a ride, contact HART at 813-961-4100. Information on these routes may be found at Hillsboroughcounty.org/emergency or by calling Hillsborough County at (813) 272-6900.

Low-intensity shelters**

*Shelters listed will open for storms at the lower end of the intensity scale.
**In addition to these shelters, on the first day, these shelters will open for higher intensity storms affecting Hillsborough County.
**Exhibit 3 - Alternate Site Vehicle Parking Log**

**HURRICANE ALTERNATE SITE**

**VEHICLE PARKING LOG**

<table>
<thead>
<tr>
<th>DATE</th>
<th>UNIT#</th>
<th>OPERATOR</th>
<th>PR#</th>
<th>TIME DEPARTING BASE</th>
<th>TIME RETURNED TO BASE</th>
</tr>
</thead>
<tbody>
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</table>
Exhibit 4 – FEMA Documentation Cards

Staff Pre-Hurricane Assignment Card

Date:__________ Name:____________________ PR#:_______

On Time:__________ Off Time:__________ Total Hours:__________

Vehicle #:____________ Beginning Mileage:__________ Ending Mileage:__________

Narrative of Assignment:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

HART

Staff Post-Hurricane Assignment Card

Date:__________ Name:____________________ PR#:_______

On Time:__________ Off Time:__________ Total Hours:__________

Vehicle #:____________ Beginning Mileage:__________ Ending Mileage:__________

Narrative of Assignment:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

HART

Vehicle - Equipment Usage Card

Date:__________ Name:____________________ PR#:_______

Vehicle #:____________ Beginning Mileage:__________ Ending Mileage:__________

On Time:__________ Off Time:__________ Total Hours:__________

Fuel Type: □ Gasoline  □ Diesel  □ Propane  □ Hybrid

Type of Vehicle or Equipment:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

HART
Operators Pre-Hurricane Evacuation Card

Date: __________________ Name: __________________ PR# __________________

Vehicle #: __________________ Beginning Mileage: __________ Endng Mileage: __________

On Time: __________ Off Time: __________ Total Hours: __________

Route: __________________ Destination: __________________

# of Passengers: __________ # Wheelchair Patrons: __________

Special Instructions: _______________________________________

Operators Post-Hurricane Evacuation Card

Date: __________________ Name: __________________ PR# __________________

Vehicle #: __________________ Beginning Mileage: __________ Endng Mileage: __________

On Time: __________ Off Time: __________ Total Hours: __________

Route: __________________ Destination: __________________

# of Passengers: __________ # Wheelchair Patrons: __________

Special Instructions: _______________________________________
Exhibit 5 – Map of Emergency Shelter Locations

USF Sun Dome
Erwin Technical Center
Exhibit 6 – Map of USF Campus

MAP OF UNIVERSITY OF SOUTH FLORIDA CAMPUS

DETAIL OF PARKING SECTION 43
Exhibit 7 – Emergency Evacuation Routes and Maps
Route # A
Davis Isl. / Florida Ave. to Pizzo Elementary
USF Shelter # 11

ROUTING
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)
Starting Point-----Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
onto Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on So. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE # B  
Nebraska Ave. to Pizzo Elem. School  
Shelter #11

ROUTING
Starting Point----22nd St. @ Maritime Blvd.  
Proceed North on 22nd St. to a  
L. on Corrine St. to a  
R. on 20th St. turns into 22nd St. to a  
L. on 4th Ave. to a  
R. on 15th St. to a  
L. on 7th Ave. to a  
L. on Nuccio to a  
Left on Nebraska Ave. to a  
R. on Kennedy Blvd. to a  
L. on Pierce St. to a  
R. on Whitting St. to a  
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan /Harrison) to a  
L. on Marion St. to a  
L. on Cass St. to a (Detour: Left on Orange to a Right on Scott)  
L. on Nebraska Ave. to a  
R. on Skipper Rd. to a  
R. on Bearss Ave. to a  
R. on B. B. Downs to a  
L. on Fowler Ave. to a  
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)  
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)  

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR  
R. on 50th St. to a  
R. on Fowler Ave. to a  
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION  
Miles from Start to Drop Off-----  
Miles from Drop off to Start-----

Passenger count (use Key #3, outbound only)  
Trip #1______Trip #4______Trip #7______  
Trip #2______Trip #5______Trip #8______  
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION  
• Passenger count - use Key #3 to count pick-ups along route to the shelter.  
• Total number of trips – outbound and inbound – must be counted.  
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION  
• Evacuation bus service is FREE of charge.  
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
• No weapons, alcohol or flammable material will be allowed on bus shelters  
• One (1) carryon bag allowed per person.  
• Food will be provided by the Red Cross.

Updated 4/30/08
Route #C
22nd St. Causeway to Doby Elem. School
Shelter # 54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. at Central Florida Frame & Axle on left (58th St. - not marked) to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______.Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross

Updated 4/30/98
Route # D
MacDill Credit Union
(Central Peninsular) / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point-----MacDill Credit Union (Base Gate/S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
R. Gunn Hwy.
R. on Citrus Pointe Dr.
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the
covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 _______ Trip #4 _______ Trip #7 _______
Trip #2 _______ Trip #5 _______ Trip #8 _______
Trip #3 _______ Trip #6 _______ Trip #9 _______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900
to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 5/10/11
Route #E
Port Tampa-West Shore
Middleton High School
Shelter# 5

ROUTING
Starting Point----Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxR crossing -Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_______Trip #4_______Trip #7_______
Trip #2_______Trip #5_______Trip #8_______
Trip #3_______Trip #6_______Trip #9_______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
ROUTE #F
Town n' Country / Pizzo Elementary
Shelter # 11

ROUTING
Starting Point-----Memorial Hwy. & George Rd.
West on Memorial Hwy.
Stay to the Right to Sheldon Rd. after Hillsborough Ave
R. on Waters Ave.
L. on 20th St. to a
R. on Skagway to a
L. on 22nd St. to a
L. on Fowler Ave. to a
R. on 15th St. to a
R. on 131st Ave. to a
R. on 30th St. to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. I-275 southbound to a
Airport exit to Memorial Hwy based on final reconstruction of Airport roadway
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # F Map
ROUTE # G
MacDill to Middleton High School
(Shelter – 5)

ROUTING
Starting Point---------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1     Trip #4     Trip #7
Trip #2     Trip #5     Trip #8
Trip #3     Trip #6     Trip #9

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub/Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carryon bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd. (M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. -----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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PUBLIC INFORMATION
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• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # H Map
Route #1
West Tampa Peninsular / Sgt. Smith Middle School
Shelter # 8

ROUTING
Starting Point------Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Sheldon Rd.
R. Gunn Hwy.
R. on Citrus Pointe Dr
L. at the drive marked ENTRANCE into the school, proceed straight to the building, then left to drop off at the covered walkway.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
L. on Gunn Hwy
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1____ Trip #4_____ Trip #7_____
Trip #2____ Trip #5_____ Trip #8_____
Trip #3____ Trip #6_____ Trip #9_____ 

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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• Food will be provided by the Red Cross.

Updated 5/10/11
Route #1 Map

- Route 1
- Sgt. Smith Middle School
  Sheldon Rd. @ Gunn Hwy.
- Northwest Transfer Center
- Operator Routing to Red Cross Shelter
- Official Evacuation Routing

Route "I" Map
Route #J
Town n' Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd. ( just pass U-Haul and Hess Gas Station and Target on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave to a
L. I-275 southbound exit to a.
R. on Hillsborough------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------
Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carryon bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # J Map
STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

OFFICE PAPER AND DOCUMENT SHREDDING AND RECYCLING PROCEDURE

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ORIGINATED BY: [Signature]  
Donna M. Loy, Manager of Passenger Amenities and Facilities  
DATE: 10-24-08

REVIEWED BY: [Signature]  
Joe Diaz, Manager of Transportation Services  
DATE: 10-24-08

APPROVED BY: [Signature]  
Carlos Tobar, Chief of Operations  
DATE: 10-24-08

David Armijo, Chief Executive Officer  
DATE: 10-24-08
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</table>
1.0 SCOPE

This Standard Operating Procedure (SOP) provides instruction for the proper disposal of used office paper and documents for recycling.

2.0 PURPOSE

This SOP establishes guidelines for personnel to dispose of used office paper and documents which will be shredded for use in recycling.

3.0 DEFINITIONS / ABBREVIATIONS

| AccuShred         | Secure paper and document shredding and recycling company |

4.0 REFERENCES

None

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

None
7.0 PROCEDURE

A. Small paper bins will be placed throughout the Ybor City and 21st Ave. facilities and at Marion Transit Center for daily office paper and documents to be deposited.
   1. Small bins can be placed in copy rooms and the paper will be transferred to larger locked bins.
   2. All office paper products can be recycled including color paper, envelopes, and manila folders. If there is room, newspapers can also be recycled.
   3. No laminated items are to be recycled.

B. An employee may deposit paper into the main paper bin which will be centrally located.

C. A custodian will be assigned to empty the small bins into the main paper bin.

D. Paperclips, staples and small binder clips do not have to be removed.

E. The schedule for paper and document removal and shredding is on a 2-week cycle.
   1. The amount of paper being shredded will be monitored and the frequency of pick-up will be adjusted as needed.

F. An AccuShred representative will come to each site and remove the bags inside of the main locked bin.

G. A HART employee from each location will be present throughout the document removal and shredding process for security purposes.

H. While on-site, the paper will be put into a secured, caged shredder located inside the truck and shredded into confetti-sized pieces.

I. The representative will provide HART with a Certificate of Destruction for each location.

J. The shredded paper will then be taken to a recycling site.
STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

OFFICE PAPER AND DOCUMENT SHREDDING AND RECYCLING PROCEDURE

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ORIGINATED BY: Donna M. Loy, Manager of Passenger Amenities and Facilities

REVIEWED BY: Joe Diaz, Manager of Transportation Services

APPROVED BY: David Armijo, Chief Executive Officer

DATE: 10-24-08
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

OPERATIONS EMPLOYEE HURRICANE EMERGENCY PLAN

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<td>CJ</td>
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<td>2</td>
<td>7/14/09</td>
<td>UPDATED CELL PHONE LISTING AND TELEPHONE CONTACT TREE</td>
<td>ASOP-0004</td>
<td>CJ</td>
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ORIGINATED BY: _Original signature on file in MDC_____  
Donna M. Loy, Manager of Passenger Amenities and Facilities

REVIEWED BY: _Original signature on file in MDC_____  
Joe Diaz, Director of Operations

APPROVED BY: _Original signature on file in MDC_____  
Philip Hale, Chief of Maintenance and Engineering  
_Original signature on file in MDC_____  
Joe Escobedo, Chief of Operations
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1.0 **SCOPE**

This SOP pertains to all Operations personnel involved in hurricane evacuations and post-storm duties.

2.0 **PURPOSE**

The purpose of the SOP is to outline the procedure for completing duties associated with evacuation of Hillsborough County Citizens prior to a hurricane approaching and reporting to work post-hurricane and the duties required based on the situation.

3.0 **DEFINITIONS**

<table>
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<th>Abbreviation</th>
<th>Definition</th>
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<tr>
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<td>Hillsborough Area Regional Transit Authority</td>
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<td>EOC</td>
<td>Hillsborough County Emergency Operations Center</td>
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<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
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<td>CEO</td>
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<tr>
<td>CME</td>
<td>Chief of Maintenance and Engineering</td>
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<tr>
<td>COO</td>
<td>Chief of Operations</td>
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<tr>
<td>CSR</td>
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<td>OCC</td>
<td>Operations Command Center</td>
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<td>SOP</td>
<td>Standard Operating Procedure</td>
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<td>Stepp’s</td>
<td>Stepp’s Transportation (Towing Service)</td>
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</table>

4.0 **REFERENCES**

None

5.0 **ATTACHMENTS**

Attachment A – Cell Phone Listing  
Attachment B – Progressive Service Reduction and Reinstitution  
Attachment C – Departmental Telephone Contact Tree

6.0 **EXHIBITS**

Exhibit 1 – Alternate Site Parking Log  
Exhibit 2 – FEMA Pre / Post-Hurricane Documentation Cards  
Exhibit 3 – Map of USF Campus  
Exhibit 4 – Emergency Evacuation Routes and Maps  
Exhibit 5 – Emergency Action / Event Log
7.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

Heavy duty rain gear (jackets, pants, knee-high boots)
Flashlights / Lanterns / Batteries
Safety Vests

8.0 OPERATIONS DEPARTMENT INSTRUCTIONS

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

8.1 Emergency Operations Center

A. An assigned Manager or designee will join with other County Emergency Response Agency officials at the Hillsborough County Emergency Operations Center (EOC).

8.2 Operations Department

A. Assess the situation / emergency and conduct a briefing for Transit Supervisors and Dispatchers.

B. Review the progress of the emergency and channel organizational efforts towards highest priority tasks.

C. Ensure that safety procedures are practiced and maintained by all personnel.

D. Ensure all equipment is safely secured (i.e. staff vehicles, vans, buses, streetcars).

E. Arrange for the distribution of supplies, equipment and basic necessities to appropriate sites.

F. Coordinate with the EOC in the preparation and dissemination of evacuation information.

8.2.1 Service Adjustments

1. Normal scheduled services will be adjusted according to emergency conditions.

2. Supervisors and Dispatchers will begin canceling service either by radio or direct contact based on a directive from the CEO.
3. Adjustments may be of any magnitude, including: detours, temporary route alignments, service reductions and suspension of service.

4. When vehicles are ordered to return to the garage, Operators shall make full use of the expressway system wherever possible, using the center lane to avoid high water and guard rails.

5. When vehicles return to the garage, Supervisors will instruct operators to drive to the service island to have the vehicle fueled to capacity.

6. Once fueled, a Supervisor will instruct the operator where to park.

8.3 Customer Service / Paratransit Department

A. Once a hurricane watch has been declared, all members of the Customer Service Department will be called in to facilitate the routing of information calls. During this time period individuals on the Customer Service Response Team will be relieved to take care of personal needs in readiness for a hurricane warning or imminent landfall projection.

B. Customer Service employees will contact HARTPlus customers and advise them of the following:

1. Listen to the news and stay informed.
2. Take care of essential medical and personal needs.
3. Encourage customer to shelter with friends outside of the evacuation area.
4. Trips should be made for essential purposes only.

C. If the customer makes the decision to make a trip that will require a return trip, the CSR will request / advise the customer of the following:

1. Request a phone number of the location the customer is being transported to or the customer’s pager and / or cell phone number.
2. Advise the customer that the scheduled return trip time is subject to change based on the progress of the storm. It may be necessary to call them at any time prior to the scheduled pick up time for an immediate return trip.
3. Should the customer fail to provide a contact number, or refuse return transport at the time customer service calls for
the return trip, the customer will be left to arrange their own return transport.

D. If the storm progresses to a hurricane warning, CSR will be relieved as members of the ERT return back to base. During this time, the CSR is to inform the public of evacuation routes, shelter areas and available transportation out of flood level areas.

E. If projections predict landfall in the Tampa Bay area (Category Level 2 or above), the ERT will secure all customer records in the boxes stored in the file room. These files are to be boxed in alphabetical order and stored in the secured file room in the main building at HART’s 21st Avenue location.

F. At this time, OCC will operate from the dispatch office. Any evacuation from the Annex II building or change in work status will be directed from the OCC.

8.4 Streetcar Operations Department

A. Once a hurricane watch has been declared, the CEO will communicate and coordinate with the COO and CME to determine service requirements.

B. Motormen will be required to operate the streetcars back to the Streetcar facility, have the vehicles' fareboxes probed and dumped, and the streetcars are to remain inside the building as determined by the Assistant Manager of Streetcar Operations.

C. If it is determined that some of the streetcars are being moved to an off-site storage location by the COO and CME, Stepp’s will be called to assist in the movement of the cars. A log will be kept for recording which streetcars are being moved off-site. The Manager or Supervisor overseeing the moves will be responsible for maintaining the log.
### ATTACHMENT A – CELL PHONE LISTING

**Cell Phone User List (Updated 5/11/09)**

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<thead>
<tr>
<th>Name</th>
<th>area code</th>
<th>Cell #</th>
<th>DEPARTMENT</th>
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<td>Project Manager</td>
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<td>IS</td>
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<td>Perry, Albert</td>
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<td>Potts, Robert</td>
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<td>Ransom, Wayne</td>
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<td>Reyes, Ruthie</td>
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</table>
ATTACHMENT B – PROGRESSIVE SERVICE REDUCTION AND REINSTITUTION

1.0 Level A Reduction and Reinstatement

Weekday Operation of Local and Circulator Service

Route 1 - Florida and Route 2 – Nebraska would operate 30 minute frequency during peak (reduced from 15-20 minute frequency) with regular service frequency the remainder of the day. Route 31 – Hillsborough County and Route 87 – South County Circulator would operate regular schedules. Route 96 – Purple Line would operate its current schedule and Route 97- Green Line would be eliminated. All other routes would operate at 60 minute intervals throughout the span of the regular service day.

Weekday Express Service

Would maintain current level of service on all routes

Weekend Service

Operate Sunday level of service on both Saturday and Sunday

HARTPlus Service

Would continue in operation based on fixed route level of operation

Streetcar Service

If electrical power needs to be conserved at non-emergency levels, the streetcar would not operate beyond 9:00 P.M

2.0 Level B Reduction and Reinstatement

Weekday Operation of Local and Circulator Service

Route 1 - Florida and Route 2 – Nebraska would operate 30 minute frequency during peak (reduced from 15-20 minute frequency) with regular service frequency the remainder of the day. Route 31 – Hillsborough County and Route 87 – South County Circulator would operate regular schedules. Route 96 – Purple Line would operate its current schedule and Route 97- Green Line would be eliminated. All other routes would operate at 60 minute intervals until 7:00 P.M. No late evening service operated.

Weekday Express Service

Would maintain current level of service on all routes

Weekend Service

Operate Sunday level of service on Saturday. No Sunday Service

HARTPlus Service

Further reduced and continued operation based on fixed route level of operation

Streetcar Service

If electrical power needs to be conserved further, the streetcar would operate on Friday Saturday and Sunday only
3.0 Level C Reduction and Reinstitution

Weekday Operation of Local and Circulator Service
Saturday Level of fixed route service would be operated. Service on all routes would operate at 60 minute intervals until 7:00 P.M. Route 97 – Green Line would be discontinued.

Weekday Express Service
Discontinued

Weekend Service
Discontinued

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service

Streetcar Service
If severe electrical shortages are experienced, service would be discontinued

4.0 Level D Reduction and Reinstitution

Weekday Operation of Local and Circulator Service
Sunday level of fixed route service would be operated. Service on all routes would operate at 60 minute intervals until 7:00 P.M.

Weekday Express Service
Discontinued

Weekend Service
Discontinued

HARTPlus Service
Further reduced and continued operation based on fixed route level of operation and span of service

Streetcar Service
If severe electrical shortages continue, service would be discontinued

5.0 Level E Reduction and Reinstitution

ALL REGULARLY SCHEDULED BUS, PARATRANSIT AND STREETCAR SERVICE DISCONTINUED (SKELETON STAFF MAINTAINED TO PROVIDE EMERGENCY BUS SERVICE AS REQUIRED BY EOC).
HART’s EOC Representative E-mail Group for Hurricane Status Updates

HART’s EOC Operations Telephone Contact Tree
Chief Finance Officer Telephone Contact Tree

Chief Administrative Officer Telephone Contact Tree
Planning and Program Development Telephone Contact Tree

Chief of Planning and Program Development

Manager of Grants & Documentation

Manager of Service Planning

Director of Strategic Planning

Administrative Assistant

Planning Services Coordinator

Planning Aide

Principal Planner

Planning Aide (PT)

Planner II

Graphics Technician II
HART's EOC Maintenance Telephone Contact Tree

Executive Staff Telephone Contact Tree
### Exhibit 1 – Alternate Site Vehicle Parking Log

**HURRICANE ALTERNATE SITE**  
**VEHICLE PARKING LOG**

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<th>SUPERVISOR</th>
<th>LOCATION</th>
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</table>

<table>
<thead>
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<th>TIME RETURNED TO BASE</th>
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</table>
Exhibit 2 - FEMA Pre / Post Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: ___________ Name: ___________________ PR# ___________

On Time: ___________ Off Time: ___________ Total Hours: ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

Narrative of Assignment:

__________________________________________
__________________________________________
__________________________________________

Staff Post-Hurricane Assignment Card

Date: ___________ Name: ___________________ PR# ___________

On Time: ___________ Off Time: ___________ Total Hours: ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

Narrative of Assignment:

__________________________________________
__________________________________________
__________________________________________

Vehicle - Equipment Usage Card

Date: ___________ Name: ___________________ PR# ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

On Time: ___________ Off Time: ___________ Total Hours: ___________

Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid

Type of Vehicle or Equipment:

__________________________________________
__________________________________________
__________________________________________
Operators Pre-Hurricane Evacuation Card

Date: ________________ Name: ___________________ PR#: ________________

Vehicle #: ____________ Beginning Mileage: ____________ Ending Mileage: ____________

On Time: ________________ Off Time: ________________ Total Hours: ________________

Route: ____________________ Destination: ____________________

# of Passengers: ________________ # Wheelchair Patrons: ________________

Special Instructions:__________________________________________________________


Operators Post-Hurricane Evacuation Card

Date: ________________ Name: ___________________ PR#: ________________

Vehicle #: ____________ Beginning Mileage: ____________ Ending Mileage: ____________

On Time: ________________ Off Time: ________________ Total Hours: ________________

Route: ____________________ Destination: ____________________

# of Passengers: ________________ # Wheelchair Patrons: ________________

Special Instructions:__________________________________________________________
Exhibit 3 – Map of USF Campus

MAP OF UNIVERSITY OF SOUTH FLORIDA CAMPUS

DETAIL OF PARKING SECTION 43
Exhibit 4 - Emergency Evacuation Routes and Maps
Route # A  
Davis Isl. / Florida Ave. to Pizzo Elementary  
USF Shelter # 11

ROUTING
(Go south on Davis Blvd. stay to the right at the fork to west Davis Blvd.)
Starting Point-----Baltic and Davis Blvd.
Proceed south on W. Davis around to
E. Davis Blvd. continue north over bridge (stay on the inside left turn lane)
onto Plant Ave. to a
L. on Brorein (turns into Cleveland) to a
R. on So. Boulevard (over bridge) to a
R. on Palm Ave. to a
L. on Florida Ave. to a
R. on Fowler Ave to a
L. into USF at Bull Run (overhead crosswalk to MOSI) to a
R. just past the school on your right
Follow signs to school bus pick up point.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 50th St. to a
R. on Fowler to a
L. I-275 southbound
Exit at downtown and report
To downtown supervisor.

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 _____Trip #4 _____Trip #7 _____
Trip #2 _____Trip #5 _____Trip #8 _____
Trip #3 _____Trip #6 _____Trip #9 _____

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # A Map
ROUTE # B
Nebraska Ave. to Pizzo Elem. School
Shelter #11

ROUTING
Starting Point----22nd St. @ Maritime Blvd.
Proceed North on 22nd St. to a
L. on Corrine St. to a
R. on 20th St. turns into 22nd St. to a
L. on 4th Ave. to a
R. on 15th St. to a
L. on 7th Ave. to a
L. on Nuccio to a
Left on Nebraska Ave. to a
R. on Kennedy Blvd. to a
L. on Pierce St. to a
R. on Whitting St. to a
R. on Marion St. to MTC (stop @ Rt.-18 slot) Circle building (Laurel / Morgan / Harrison) to a
L. on Marion St. to a
L. on Cass St. to a
L. on Nebraska Ave. to a
R. on Skipper Rd. to a
R. on Bearss Ave. to a
R. on B. B. Downs to a
L. on Fowler Ave. to a
L. on Bull Run to a (Pedestrian overhead crosswalk to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on Fowler Ave. to a
L. to I-275 south to downtown report to supervisor at MTC.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # B Map
Route #C
22nd St. Causeway to Doby Elem. School
Shelter # 54

ROUTING
Starting Point-----US 41 and Causeway Blvd.
Proceed East on Causeway Blvd.
L. 58th St. to a
R. Langston Dr. (caution speed bumps) to a
L. Maydell Dr. to a
R. 10th Ave. (Leads onto Palm River Rd.)
R. 78th St. to a
R. Riverview Dr. to a
L. on US 41 to a
L. on Big Bend Rd. to a
R. on Covington Garden Dr. to school (on your right after the Community Pool / Club House)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Leaving Doby Elem. School to a
L. on Covington Garden Dr. to a
L. on Big Bend Rd. to a
R. on U.S.41
R. on Causeway Blvd. (start route again)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______ Trip #4______ Trip #7______
Trip #2______ Trip #5______ Trip #8______
Trip #3______ Trip #6______ Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross

Updated 4/30/08
Route # D
MacDill Credit Union
(Central Peninsular) / Sickles High School
Shelter # 8

ROUTING
Starting Point-----MacDill Credit Union (Base Gate / S. Dale Mabry)
Continue North on Dale Mabry to a
L. on Kennedy Blvd. to a
R. on Lois Ave. to a
R. on Spruce St. to a
L. on Dale Mabry Hwy to a
L. on Ehrlich Rd. turns into Gunn Hwy.
To Sickles H. S. at the end of Gunn Hwy.
(Must enter school and proceed to the right to where school bus drops off north school entrance to bldg.)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit School to a
R. on Gunn Hwy to a (at the light it says Gunn Hwy also but it turns into Ehrlich Rd.)
L. on Ehrlich Rd. to a
R. on Dale Mabry Hwy. to
MacDill Credit Union (just before MacDill AFB main gate)

STATISTICAL INFORMATION
Miles from Start to Drop Off-----
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______ Trip #4______ Trip #7______
Trip #2______ Trip #5______ Trip #8______
Trip #3______ Trip #6______ Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # D Map
ROUTE #E
Port Tampa-West Shore
Middleton High School
Shelter# 5

ROUTING
Starting Point----Commerce & Mascotte
R. Idaho
R. Elliott to a
R. on Ingraham to a
L. on Kissimmee to a
R. Commerce St. (turns into Westshore Blvd.)
* Stay left around bend at Interbay Blvd.
Go across RxA R crossing -Westshore to a
R. on El Prado to a
L. on Manhattan Ave. to a
R. on Bay to Bay to a
L. on MacDill Ave. to a
R. Martin Luther King Jr. Blvd.
L. on 22nd St. to a
R. on Osbourne to entrance of school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on 22nd St. to a
L. Hillsborough Ave. to a
L. on Nebraska Ave. to a
R. on Martin Luther King Jr. Blvd. to a
L. on Dale Mabry Hwy. To a
R. on El Prado to a
L. Westshore Blvd.
Continue to Idahoe

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1______Trip #4______Trip #7______
Trip #2______Trip #5______Trip #8______
Trip #3______Trip #6______Trip #9______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route #E Map
Route #F  
Town n' Country / Pizzo Elementary  
Shelter # 11

ROUTING
Starting Point-----Memorial Hwy. & George Rd.  
West on Memorial Hwy.  
Stay to the Right to Sheldon Rd. after Hillsborough Ave  
R. on Waters Ave.  
L. on 20th St. to a  
R. on Skagway to a  
L. on 22nd St. to a  
L. on Fowler Ave. to a  
R. on 15th St. to a  
R. on 131st Ave. to a  
R. on 30th St. to a  
L. on Fowler Ave. to a  
L. on Bull Run to a (Pedestrian overpass to MOSI)  
R. into Pizzo Elementary School just past school follow signs for school bus pick up.(to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR  
R. on 50th St. to a  
R. on Fowler Ave. to a  
L. I-275 southbound to a  
Airport exit to Memorial Hwy to  
George Rd. and Memorial Hwy. (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)  
Trip #1 Trip #4 Trip #7  
Trip #2 Trip #5 Trip #8  
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.  
• Total number of trips – outbound and inbound – must be counted.  
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.  
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.  
• No weapons, alcohol or flammable material will be allowed on bus shelters  
• One (1) carry on bag allowed per person.  
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # F Map
Route # G
MacDill to Middleton High School
(Shelter – 5)

ROUTING
Starting Point-------------
Bay Haven Dr. and Bayshore Blvd to a
R. on Bayshore Blvd. to a
R. on Shelton Ave. to a
R. on MacDill Ave. to a
R. on Columbus Dr. to a
L. at 22nd St. to a
R. Osbourne to school on left

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
School to a
R on 22nd St. to a
L. on Hillsborough Ave. to a
L. onto I-275 south to
Armenia / Howard exit to a Right on Howard Ave. to a
L. Columbus Dr. to a
L. on MacDill To a
L. Bay Haven Ave. to a
R. on Bayshore Blvd. to (start)

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_____Trip #4______Trip #7______
Trip #2_____Trip #5______Trip #8______
Trip #3_____Trip #6______Trip #9______

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # G Map
Route #H
Port Tampa / Middleton High School
(Shelter # 5)

ROUTING
Starting Point-----Prescott St. & Manhattan Ave.
Northbound on Manhattan Ave. (bear right, turns into Henderson Blvd.)
R. Henderson Blvd.
L. Dale Mabry Hwy.
R. Martin Luther King Jr. Blvd.(M.L.K.)
L. on 22nd St. to a
R. on Osbourne Ave. to school on left.

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. 22nd St.
L. on Hillsborough Ave.
L. onto I-275 Southbound
to Exit D. Mabry Hwy south
R. Interbay Blvd.
R. Manhattan Ave. -----Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.-------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 Trip #4 Trip #7
Trip #2 Trip #5 Trip #8
Trip #3 Trip #6 Trip #9

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
• Total number of trips – outbound and inbound – must be counted.
• Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
• Evacuation bus service is FREE of charge.
• People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
• No weapons, alcohol or flammable material will be allowed on bus shelters
• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # H Map
Route #1
West Tampa Peninsular / Sickles High School
Shelter # 8

ROUTING
Starting Point-------Kennedy Blvd & North Boulevard
West on Kennedy to a
R. Lois Ave.
L. Boy Scout / Spruce
Continue straight (west) and bear to right after overpass onto Eisenhower Blvd.
L. Memorial Hwy. to a
R. Kelly Rd. to a
R. Hillsborough Ave. (immediately get into left lane for left at light)
L. Hanley Rd. to a
L. Waters Ave. to a
R. Shelton Rd. (after Citrus Mall on your right, Shelton turns into Citrus Pk.
Then turns into Gunn Hwy.)
To school on your left (make left into school and go to right, go pass front of school to the rear)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
Exit school to a
R. on Gunn Hwy. turns into Shelton Rd.
And reverse outbound routing
Upon reaching N. Blvd and Kennedy Blvd
Circle a 1 block radius to start again at
North Boulevard and Kennedy Blvd---Starting Point

STATISTICAL INFORMATION
Miles from Start to Drop Off.------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1_____Trip #4 _____Trip #7_____
Trip #2_____Trip #5 _____Trip #8_____
Trip #3_____Trip #6 _____Trip #9_____ 

STATISTICAL INFORMATION
- Passenger count - use Key #3 to count pick-ups along route to the shelter.
- Total number of trips – outbound and inbound – must be counted.
- Hub / Odometer reading must be recorded prior to departing base and upon return to base.

PUBLIC INFORMATION
- Evacuation bus service is FREE of charge.
- People with special medical needs, or who are unable to go to a bus need to call County Emergency # 272-6900 to arrange special transportation.
- No weapons, alcohol or flammable material will be allowed on bus shelters
- One (1) carry on bag allowed per person.
- Food will be provided by the Red Cross.

Updated 4/30/08
Route # I Map
Route #J
Town n’ Country / Pizzo Elementary School
Shelter # 11

ROUTING
Starting Point-----Crabtree Ct. & Pistol Range Rd.
Hillsborough Ave. to a
R. Pistol Range Rd. (just pass U-Haul and Hess Gas Station on your right)
R. Crabtree Court
L. Silvermill Dr. (is a horseshoe loop, brings you back to Hillsborough Ave.)
L. Hillsborough Ave.
L. 40th St.
R. on Fowler Ave to a
L. on Bull Run to a (Pedestrian overpass to MOSI)
R. into Pizzo Elementary School just past school follow signs for school bus pick up. (to drop off)

DEADHEAD TO STARTING POINT OR AS INSTRUCTED BY SUPERVISOR
R. on 50th St. to a
R. on 50th St. to a
L. I-275 southbound exit to a.
R. on Hillsborough------to starting point.

STATISTICAL INFORMATION
Miles from Start to Drop Off------
Miles from Drop off to Start------

Passenger count (use Key #3, outbound only)
Trip #1 ______ Trip #4 ______ Trip #7 ______
Trip #2 ______ Trip #5 ______ Trip #8 ______
Trip #3 ______ Trip #6 ______ Trip #9 ______

STATISTICAL INFORMATION
• Passenger count - use Key #3 to count pick-ups along route to the shelter.
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• Evacuation bus service is FREE of charge.
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• One (1) carry on bag allowed per person.
• Food will be provided by the Red Cross.

Updated 4/30/08
Route # J Map
Exhibit 5 – Emergency Action / Event Log

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<th>EMERGENCY ACTION / EVENT</th>
<th>COMMENTS</th>
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# STANDARD OPERATING PROCEDURE

**HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY**

**OPERATIONS EMPLOYEE HURRICANE EMERGENCY PLAN**

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<th>DESCRIPTION</th>
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<td>CHANGED FROM WORK INSTRUCTION TO SOP – UPDATED FOR 2009 HURRICANE SEASON</td>
<td>ASOP-0004</td>
<td>CJ</td>
</tr>
</tbody>
</table>

**ORIGINATED BY:**

Donna M. Loy, Manager of Passenger Amenities and Facilities

**DATE:** 5/26/09

**REVIEWED BY:**

Joe Diaz, Director of Operations

**DATE:** 5/26/09

**APPROVED BY:**

Philip Hale, Chief of Maintenance and Engineering

**DATE:** 5/26/09

Joe Escobedo, Chief of Operations

**DATE:** 5/26/09
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

## NON-BARGAINING EMPLOYEE

### HURRICANE EMERGENCY PLAN

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<th>RLSE NO.</th>
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<td>5/11/09</td>
<td>CHANGED FROM WORK INSTRUCTION TO SOP – UPDATED FOR 2009 HURRICANE SEASON&lt;br&gt;UPDATED CELL PHONE LISTING AND TELEPHONE CONTACT TREE</td>
<td>ASOP-0005</td>
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<td>7/14/09</td>
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<td>ASOP-0005</td>
<td>CJ</td>
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</table>

**ORIGINATED BY:**

Original signature on file in MDC
Donna M. Loy, Manager of Passenger Amenities and Facilities

**APPROVED BY:**

Original signature on file in MDC
Philip Hale, Chief of Maintenance and Engineering

Original signature on file in MDC
Joe Escobedo, Chief of Operations

DATE: __________________________
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6.0  EXHIBITS.............................................................. 3
7.0  REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS............ 3
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EXHIBITS

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Exhibit 2 – Emergency Action / Event Log....................... 16
1.0 SCOPE
This SOP pertains to all Non-Bargaining personnel involved in hurricane preparations and post-storm recovery.

2.0 PURPOSE
The purpose of the SOP is to outline procedures for completing duties associated with preparing for a hurricane, the process for reporting to work after a hurricane, and the situational determination of duties.

3.0 DEFINITIONS

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<th>Abbreviation</th>
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<td>HART</td>
<td>Hillsborough Area Regional Transit Authority</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
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4.0 REFERENCES
National Weather Service

5.0 ATTACHMENTS
Attachment A – Key Personnel / Contact Numbers
Attachment B – Departmental Telephone Contact Tree

6.0 EXHIBITS
Exhibit 1 – FEMA Pre / Post-Hurricane Assignment Cards
Exhibit 2 – Emergency Action / Event Log

7.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS
Large Plastic Bags

8.0 NON-BARGAINING EMPLOYEES HURRICANE INSTRUCTION

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

A. After the National Weather Service has issued a Hurricane Warning, employees will begin covering computer equipment, files and other necessary items with plastic bags that will be furnished by the individual designated by the Chief of each department. Bags are located in the janitorial closet. Computers and other electrical items that are on the floor should be elevated.
B. Locations will remain open for business as long as possible, so employees should be prepared to close quickly after a Hurricane Warning is issued.

C. If an evacuation is ordered by the Emergency Operations Center (EOC), management will assess the situation and give notices to close the various HART facilities.

D. Upon receiving the order to close your facility, employees should immediately conclude all transactions and lock all valuables (cash drawer, fare cards, etc.) in the safes.

E. The Emergency Action / Event Log (Exhibit 2) is to be used at this point to record events that occur throughout the shut down operation. Each employee completing pre or post tasks will be responsible for maintaining this log.

F. All electrical devices (computers, coffee pot, refrigerator, fax machine, etc.) should be turned off and unplugged.

G. Larger loose items such as chairs, etc. should be moved away from windows.

H. Essential equipment in offices with exterior windows should be moved to an interior section of the facility.

I. Employees should relocate any items / objects that can be safely moved to a closet or a back room.

J. When all employees have left the facility, a designated individual will turn off all lights, lock the doors, and set the alarm.

K. It is expected that unless specifically instructed otherwise, all non-bargaining staff should make every reasonable attempt to report to work during severe weather conditions to support the business operation (including engaging in alternate work assignments).

L. Selected staff (to be designated as needed) may be assigned to report to support service delivery activities (responding to information requests from the public by telephone, etc.).

M. All employees should monitor local news channels for updates on the storm.

N. If the EOC declares an end to emergency conditions, employees must call their immediate Supervisor, or designee, for instructions.
## ATTACHMENT A - PHONE LISTING

### Section 1

#### KEY PERSONNEL / CONTACT NUMBERS

<table>
<thead>
<tr>
<th>NAME</th>
<th>TITLE / DEPARTMENT</th>
<th>MAIN</th>
<th>HOME</th>
<th>CELL / PAGER</th>
</tr>
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<tbody>
<tr>
<td>EOC Central Command</td>
<td></td>
<td>276-2385</td>
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</tr>
<tr>
<td>Shawn Bennett</td>
<td>Meteorologist in Charge</td>
<td>813-645-4111</td>
<td>Ext. 222</td>
<td>453-6149</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax 813-641-2619</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shawn Bennett</td>
<td>Meteorologist in Charge</td>
<td>813-645-4111</td>
<td>Ext. 222</td>
<td>453-6149</td>
</tr>
<tr>
<td>Shawn Bennett</td>
<td>WFO Tampa Bay Area</td>
<td>2525 14th Avenue SE</td>
<td>Ruskin, FL 33570</td>
<td></td>
</tr>
<tr>
<td>Shawn Bennett</td>
<td><a href="mailto:shawn.bennett@noaa.gov">shawn.bennett@noaa.gov</a></td>
<td>2525 14th Avenue SE</td>
<td>Ruskin, FL 33570</td>
<td></td>
</tr>
<tr>
<td>Shawn Bennett</td>
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<td>Ext. 222</td>
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<tr>
<td>Shawn Bennett</td>
<td></td>
<td>Fax 813-641-2619</td>
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<tr>
<td>Shawn Bennett</td>
<td>HART Dispatch</td>
<td>623-5835</td>
<td>Ext. 1149-1151</td>
<td>813-626-3548</td>
</tr>
<tr>
<td>Shawn Bennett</td>
<td>HART Dispatch</td>
<td>623-5835</td>
<td>Ext. 1149-1151</td>
<td>813-626-3548</td>
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<td>Shawn Bennett</td>
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<td>Ext. 1180</td>
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</tr>
<tr>
<td>Brenda Mowen</td>
<td>Chief Administrative Officer</td>
<td>Ext. 1185</td>
<td>972-897-6937</td>
<td>309-2453</td>
</tr>
<tr>
<td>Brenda Mowen</td>
<td><a href="mailto:mowenb@gohart.org">mowenb@gohart.org</a></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Joe Escobedo</td>
<td>Chief of Operations</td>
<td>Ext. 1194</td>
<td></td>
<td>309-1295</td>
</tr>
<tr>
<td>Joe Escobedo</td>
<td><a href="mailto:escobedoj@gohart.org">escobedoj@gohart.org</a></td>
<td></td>
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</tr>
<tr>
<td>David Persaud</td>
<td>Chief Financial Officer</td>
<td>Ext. 1726</td>
<td>813-746-2466</td>
<td>309-0811</td>
</tr>
<tr>
<td>David Persaud</td>
<td><a href="mailto:persuadd@gohart.org">persuadd@gohart.org</a></td>
<td></td>
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</tr>
<tr>
<td>Mary Shavalier</td>
<td>Chief of Planning and Program Development</td>
<td>Ext. 1719</td>
<td>813-920-1292</td>
<td>309-2752</td>
</tr>
<tr>
<td>Mary Shavalier</td>
<td><a href="mailto:shavalierm@gohart.org">shavalierm@gohart.org</a></td>
<td></td>
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</tr>
<tr>
<td>Philip Hale</td>
<td>Chief of Maintenance and Engineering</td>
<td>Ext. 1196</td>
<td>813-388-6318</td>
<td>309-0193</td>
</tr>
<tr>
<td>Philip Hale</td>
<td><a href="mailto:halep@gohart.org">halep@gohart.org</a></td>
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</tr>
<tr>
<td>Robert Potts</td>
<td>Chief of Staff</td>
<td>Ext. 1708</td>
<td>813-684-4354</td>
<td>309-1603</td>
</tr>
<tr>
<td>Robert Potts</td>
<td><a href="mailto:pottsr@gohart.org">pottsr@gohart.org</a></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Ed Crawford</td>
<td>Director of Government Affairs &amp; Community Relations</td>
<td>Ext. 1709</td>
<td>813-920-7621</td>
<td>309-3153</td>
</tr>
<tr>
<td>Ed Crawford</td>
<td><a href="mailto:crawforde@gohart.org">crawforde@gohart.org</a></td>
<td></td>
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</tr>
<tr>
<td>Donna Loy</td>
<td>Manager of Passenger Amenities and Facilities</td>
<td>Ext. 1228</td>
<td>813-545-0477</td>
<td>309-1620</td>
</tr>
<tr>
<td>Donna Loy</td>
<td><a href="mailto:loyd@gohart.org">loyd@gohart.org</a></td>
<td></td>
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</tr>
<tr>
<td>Joe Díaz</td>
<td>Director of Operations</td>
<td>Ext. 1152</td>
<td>813-994-0153</td>
<td>309-1617</td>
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<tr>
<td>Joe Díaz</td>
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<tr>
<td>Kathy Karalekas</td>
<td>Public Information Officer</td>
<td>Ext. 1707</td>
<td>813-622-8784</td>
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<tr>
<td>Kathy Karalekas</td>
<td><a href="mailto:karalekask@gohart.org">karalekask@gohart.org</a></td>
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<tr>
<td>Luis Rivera</td>
<td>Manager of Operations</td>
<td>Ext. 1179</td>
<td>813-404-2802</td>
<td>309-1606</td>
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<tr>
<td>Luis Rivera</td>
<td><a href="mailto:riveral@gohart.org">riveral@gohart.org</a></td>
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<tr>
<td>Rick Fitz-Gordon</td>
<td>Manager of Information Systems</td>
<td>Ext. 1007</td>
<td>863-619-2262</td>
<td>309-2699</td>
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<tr>
<td>Rick Fitz-Gordon</td>
<td><a href="mailto:Fitz-gordonr@gohart.org">Fitz-gordonr@gohart.org</a></td>
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<tr>
<td>Rickey Kendall</td>
<td>Risk &amp; Environmental Safety Manager</td>
<td>Ext. 1756</td>
<td>813-689-5364</td>
<td>309-1618</td>
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<tr>
<td>Rickey Kendall</td>
<td><a href="mailto:kendallr@gohart.org">kendallr@gohart.org</a></td>
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<td>Ruthie Reyes</td>
<td>Paratransit &amp; Customer Service Manager</td>
<td>Ext. 1171</td>
<td>813-886-2362</td>
<td>767-7532</td>
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<td><a href="mailto:reyesr@gohart.org">reyesr@gohart.org</a></td>
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<tr>
<td>Todd Parsons</td>
<td>Manager of Vehicle Maintenance</td>
<td>Ext. 1236</td>
<td>727-967-4310</td>
<td>394-6087</td>
</tr>
<tr>
<td><a href="mailto:parsonst@gohart.org">parsonst@gohart.org</a></td>
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<tr>
<td>Dave Kelsey</td>
<td>Safety, Security &amp; Training Manager</td>
<td>Ext. 1144</td>
<td>813-681-2116</td>
<td>309-1623</td>
</tr>
<tr>
<td><a href="mailto:kelseyd@gohart.org">kelseyd@gohart.org</a></td>
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<tr>
<td>David Chamberlain</td>
<td>Assistant Manager of Passenger Amenities and Facilities</td>
<td>Ext. 1231</td>
<td>813-715-9706</td>
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<td><a href="mailto:chamberlain@gohart.org">chamberlain@gohart.org</a></td>
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<tr>
<td>Peter Mikos</td>
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<td>Ext. 1801</td>
<td>813-654-7912</td>
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<tr>
<td><a href="mailto:mikosp@gohart.org">mikosp@gohart.org</a></td>
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<tr>
<td>Steve Taylor</td>
<td>Assistant Manager of Vehicle Maintenance</td>
<td>Est. 1162</td>
<td>813-991-0353 or 813-892-4646</td>
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<tr>
<td><a href="mailto:tailors@gohart.org">tailors@gohart.org</a></td>
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<tr>
<td>Helen Davis</td>
<td>Office Services Coordinator</td>
<td>Ext. 1727</td>
<td>813-661-7609</td>
<td>309-3481</td>
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<td><a href="mailto:davish@gohart.org">davish@gohart.org</a></td>
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<tr>
<td>ADT Security</td>
<td>(Alarm Service)</td>
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<td>813-806-7000</td>
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<td>Days Inn</td>
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<td>Contact Ms. Modi</td>
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<td>2904 Melborne Ave</td>
<td>Off of 50th Street</td>
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<td>North of I 4</td>
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<tr>
<td>Diamond Security</td>
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<td>Stepp’s Transportation</td>
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<td>J. Roy</td>
</tr>
<tr>
<td>5014 N. 56th St</td>
<td>(Towing Service)</td>
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</tr>
<tr>
<td>Tampa, FL 33610</td>
<td>John Roy</td>
<td></td>
<td>813-621-8884</td>
<td>293-1360</td>
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<td>Director of Transportation</td>
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<td>813-621-4224</td>
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<td>Call cell only if no answer at main #</td>
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<td>813-621-8889</td>
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<td>1201 E 7th Avenue</td>
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<td>Ybor Flash Storm Season</td>
<td>To report flooding problems: 24 hr. Emergency Hotline</td>
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<td>Preparedness</td>
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### Section 2
**CELL PHONE LISTING**

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<tr>
<td>Acevedo, Miguel</td>
<td>813</td>
<td>309-1055</td>
<td>Road Supervisor</td>
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<tr>
<td>Anderson, Joseph</td>
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<td>Maintenance</td>
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<tr>
<td>Atack, Bob</td>
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<td>309-1610</td>
<td>Engineering</td>
<td>Project Manager</td>
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<td>Atha, Warren</td>
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<td>309-1629</td>
<td>Route Maintenance</td>
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<tr>
<td>Auman, Marcus</td>
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<td>IS</td>
<td>System Administrator</td>
</tr>
<tr>
<td>Bartholomew, Michael</td>
<td>813</td>
<td>394-6296</td>
<td>IS</td>
<td>Webmaster/Applications Programmer</td>
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<tr>
<td>Berrien, Jacqueline</td>
<td>813</td>
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<td>Safety &amp; Training</td>
<td>Safety / Security</td>
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<td>Camacho, Elio</td>
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<td>Maintenance Coordinator</td>
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<tr>
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<td>Marketing</td>
<td>Promotions &amp; Bus. Dev</td>
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<td>Churchwell, Billy</td>
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<td>309-1614</td>
<td>Route Maintenance</td>
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<td>Operations Training Instructor</td>
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<td>Marketing</td>
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<td>309-3153</td>
<td>Executive Office</td>
<td>Director of Government Affairs and Community Relations</td>
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<tr>
<td>Creaton, John</td>
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<td>309-3206</td>
<td>Transit Services</td>
<td>Transit Operations Analyst II</td>
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<td>De Armas, Louis</td>
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<td>Transit Supervisor</td>
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<td>Streetcar Maintenance</td>
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<tr>
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<td>309-1617</td>
<td>Operations</td>
<td>Director of Operations</td>
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<tr>
<td>Dorsey, Robert</td>
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<td>Lead Operations Training Instructor</td>
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<td>Manager of Service Planning</td>
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<tr>
<td>Fitz-Gordon, Rick</td>
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<tr>
<td>Floater - Dispatch</td>
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<td>Dispatch</td>
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<td>Streetcar Maintenance</td>
<td>Streetcar Mechanic</td>
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ATTACHMENT B

DEPARTMENTAL TELEPHONE CONTACT TREE

HART's EOC Representative E-mail Group for Hurricane Status Updates

HART's EOC Operations Telephone Contact Tree
Chief Finance Officer Telephone Contact Tree

Chief Administrative Officer Telephone Contact Tree
Planning and Program Development Telephone Contact Tree

Chief of Planning and Program Development

Manager of Grants & Documentation
Manager of Service Planning
Director of Strategic Planning
Administrative Assistant
Planning Services Coordinator

Planning Aide
Principal Planner
Graphics Technician II

Planning Aide (PT)
Planner II
HART's EOC Maintenance Telephone Contact Tree

Executive Staff Telephone Contact Tree
Exhibit 1 - FEMA Pre-Hurricane Documentation Cards

**Staff Pre-Hurricane Assignment Card**

Date:__________ Name:__________ PR#:__________

On Time:__________ Off Time:__________ Total Hours:__________

Vehicle #:__________ Beginning Mileage:__________ Ending Mileage:__________

Narrative of Assignment:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________


**Staff Post-Hurricane Assignment Card**

Date:__________ Name:__________ PR#:__________

On Time:__________ Off Time:__________ Total Hours:__________

Vehicle #:__________ Beginning Mileage:__________ Ending Mileage:__________

Narrative of Assignment:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________


**Vehicle - Equipment Usage Card**

Date:__________ Name:__________ PR#:__________

Vehicle #:__________ Beginning Mileage:__________ Ending Mileage:__________

On Time:__________ Off Time:__________ Total Hours:__________

Fuel Type:☐ Gasoline ☐ Diesel ☐ Propane ☐ Hybrid

Type of Vehicle or Equipment:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
## Exhibit 2 – Emergency Action / Event Log

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**ACTION/EVENT**

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**SUBJECT:** NON-BARGAINING EMPLOYEE HURRICANE EMERGENCY INSTRUCTION
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

## NON-BARGAINING EMPLOYEE HURRICANE EMERGENCY PLAN

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<td>ASOP-0005</td>
<td>CJ</td>
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**ORIGINATED BY:**
Donna M. Loy, Manager of Passenger Amenities and Facilities

**APPROVED BY:**
Philip Hale, Chief of Maintenance and Engineering
Joe Escobedo, Chief of Operations

**DATE:** 5-26-09
## Standard Operating Procedure

**HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY**

### Non-Bargaining Employee Hurricane Emergency Plan

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**Originated By:**

Original signature on file in MDC

Donna M. Loy, Manager of Passenger Amenities and Facilities

**Approved By:**

Original signature on file in MDC

Philip Hale, Chief of Maintenance and Engineering

Original signature on file in MDC

Joe Escobedo, Chief of Operations

**Date:**
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2.0  PURPOSE......................................................... 3
3.0  DEFINITIONS .................................................. 3
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5.0  ATTACHMENTS.................................................. 3
6.0  EXHIBITS........................................................ 3
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    INSTRUCTION.................................................. 3 - 4

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EXHIBITS

Exhibit 1 – FEMA Pre / Post-Hurricane Documentation Cards .... 15
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1.0 **SCOPE**

This SOP pertains to all Non-Bargaining personnel involved in hurricane preparations and post-storm recovery.

2.0 **PURPOSE**

The purpose of the SOP is to outline procedures for completing duties associated with preparing for a hurricane, the process for reporting to work after a hurricane, and the situational determination of duties.

3.0 **DEFINITIONS**

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4.0 **REFERENCES**

National Weather Service

5.0 **ATTACHMENTS**

Attachment A – Key Personnel / Contact Numbers
Attachment B – Departmental Telephone Contact Tree

6.0 **EXHIBITS**

Exhibit 1 – FEMA Pre / Post-Hurricane Assignment Cards
Exhibit 2 – Emergency Action / Event Log

7.0 **REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS**

Large Plastic Bags

8.0 **NON- BARGAINING EMPLOYEES HURRICANE INSTRUCTION**

FEMA Pre and Post-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

A. After the National Weather Service has issued a Hurricane Warning, employees will begin covering computer equipment, files and other necessary items with plastic bags that will be furnished by the individual designated by the Chief of each department. Bags are located in the janitorial closet. Computers and other electrical items that are on the floor should be elevated.
B. Locations will remain open for business as long as possible, so employees should be prepared to close quickly after a Hurricane Warning is issued.

C. If an evacuation is ordered by the Emergency Operations Center (EOC), management will assess the situation and give notices to close the various HART facilities.

D. Upon receiving the order to close your facility, employees should immediately conclude all transactions and lock all valuables (cash drawer, fare cards, etc.) in the safes.

E. The Emergency Action / Event Log (Exhibit 2) is to be used at this point to record events that occur throughout the shut down operation. Each employee completing pre or post tasks will be responsible for maintaining this log.

F. All electrical devices (computers, coffee pot, refrigerator, fax machine, etc.) should be turned off and unplugged.

G. Larger loose items such as chairs, etc. should be moved away from windows.

H. Essential equipment in offices with exterior windows should be moved to an interior section of the facility.

I. Employees should relocate any items / objects that can be safely moved to a closet or a back room.

J. When all employees have left the facility, a designated individual will turn off all lights, lock the doors, and set the alarm.

K. It is expected that unless specifically instructed otherwise, all non-bargaining staff should make every reasonable attempt to report to work during severe weather conditions to support the business operation (including engaging in alternate work assignments).

L. Selected staff (to be designated as needed) may be assigned to report to support service delivery activities (responding to information requests from the public by telephone, etc.).

M. All employees should monitor local news channels for updates on the storm.

N. If the EOC declares an end to emergency conditions, employees must call their immediate Supervisor, or designee, for instructions.
# ATTACHMENT A - PHONE LISTING

## Section 1

### KEY PERSONNEL / CONTACT NUMBERS

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<td>813-645-4111 Ext. 222</td>
<td>Fax 813-641-2619</td>
<td>453-6149</td>
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<td>WFO Tampa Bay Area</td>
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<td>972-897-6937</td>
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<td>Dave Kelsey</td>
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<td>Steve Taylor</td>
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<td>Ybor Flash Storm Season Preparedness</td>
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## Section 2

### CELL PHONE LISTING

**Cell Phone User List (Updated 5/11/09)**

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HART’s EOC Representative E-mail Group for Hurricane Status Updates

HART’s EOC Operations Telephone Contact Tree
Chief Finance Officer Telephone Contact Tree

Chief Administrative Officer Telephone Contact Tree
Planning and Program Development Telephone Contact Tree

Chief of Planning and Program Development

Manager of Grants & Documentation
Manager of Service Planning
Director of Strategic Planning
Administrative Assistant
Planning Services Coordinator

Planning Aide
Principal Planner
Graphics Technician II

Planning Aide (PT)
Planner II
HART’s EOC Maintenance Telephone Contact Tree

Executive Staff Telephone Contact Tree
Exhibit 1 - FEMA Pre-Hurricane Documentation Cards

### Staff Pre-Hurricane Assignment Card

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Narrative of Assignment:

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Fuel Type: □ Gasoline □ Diesel □ Propane □ Hybrid

Type of Vehicle or Equipment:

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-
Exhibit 2 – Emergency Action / Event Log

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CHANGE MACHINE AND TICKET VENDING MACHINE HURRICANE EMERGENCY PLAN

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ORIGINATED BY: [Signature]
Donna M. Loy, Manager of Passenger Amenities and Facilities

REVIEWED BY:
Christine Mieczkowsk, Office Manager - Maintenance

REVIEWED BY:
Helen Davis, Office Services Coordinator - Finance

APPROVED BY: [Signature]
Philip R. Hale, Chief of Maintenance and Engineering

DATE: 4/8/09

DATE: 4/8/09

DATE: 4/9/09

DATE: 4/18/09
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DATE:
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4.0 **REFERENCES**

None

5.0 **FORMS**

Exhibit 1 – FEMA Pre /Post-Hurricane Assignment Card

6.0 **REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS**

None

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Exhibit 1 – FEMA Pre / Post Hurricane Assignment Card

Staff Pre-Hurricane Assignment Card

Date: __________ Name: __________ PR#: __________
On Time: __________ Off Time: __________ Total Hours: __________
Vehicle #: __________ Beginning Mileage: __________ Ending Mileage: __________
Narrative of Assignment: ________________________________________________________________________
_______________________________________________________________________________________________

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REVIEWED BY: Original signature on file in MDC
Christine Mieczkowski, Office Manager – Maintenance

APPROVED BY: Original signature on file in MDC
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DATE:

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On Time: ___________ Off Time: ___________ Total Hours: ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

Narrative of Assignment: _________________________________________________
______________________________________________________________________
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Date: ___________ Name: ___________________ PR# ___________

On Time: ___________ Off Time: ___________ Total Hours: ___________

Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________

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## HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

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**ORIGINATED BY:** Donna M. Loy, Manager of Passenger Amenities and Facilities  
**DATE:** 5/26/09

**REVIEWED BY:** Christine Mieczkowski, Office Manager – Maintenance  
**DATE:** 5/26/09

**APPROVED BY:** Philip R. Hale, Chief of Maintenance and Engineering  
**DATE:** 5/26/09
STANDARD OPERATING PROCEDURE
HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

MAINTENANCE EMPLOYEE
HURRICANE EMERGENCY PLAN

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APPROVED BY:     
Philip R. Hale, Chief of Maintenance and Engineering

DATE: 5/26/09

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# STANDARD OPERATING PROCEDURE

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1.0 **SCOPE**

This SOP pertains to all Maintenance Personnel involved in hurricane preparations and post-storm duties.

2.0 **PURPOSE**

The purpose of the SOP is to outline the procedure for completing duties associated with preparing for a hurricane and reporting to work post-hurricane and the duties required based on the situation.

3.0 **DEFINITIONS**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Originator</td>
<td>The individual who originated the document as shown on the cover page or the individual sponsor for the work Instruction</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
</tr>
<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
</tr>
<tr>
<td>Yellow Team</td>
<td>Off-site General Maintenance Attendants, ERT Custodians</td>
</tr>
<tr>
<td>Green Team</td>
<td>Facility Maintenance Technicians</td>
</tr>
<tr>
<td>Red Team</td>
<td>Manager and Assistant Manager of Passenger Amenities and Facilities</td>
</tr>
<tr>
<td>Orange Team</td>
<td>Custodians, personnel not signed up for ERT, Route Maintenance Attendants, Route Maintenance Supervisor, Communications and Electronics (the on-duty C &amp; E Technician)</td>
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<tr>
<td>Blue Team</td>
<td>Service Attendants, Mechanics, Communications and Electronics Technician, Security Guard(s), Fleet Service Supervisor(s)</td>
</tr>
<tr>
<td>Stepp’s</td>
<td>Stepp’s Transportation (Towing Service)</td>
</tr>
</tbody>
</table>

4.0 **REFERENCES**

None

5.0 **ATTACHMENTS**

- Attachment A – Cell Phone Listing
- Attachment B – Departmental Telephone Contact Tree
6.0 EXHIBITS

- Exhibit 1 – Alternate Site Vehicle Parking Log
- Exhibit 2 – FEMA Pre / Post-Hurricane Assignment Cards
- Exhibit 3 – Emergency Action / Event Log

7.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

- Heavy duty rain gear (jackets, pants, knee-high boots)
- Safety Gloves
- Sufficient amounts of propane / diesel for generators
- Flashlights / Lanterns / Batteries
- Heavy Duty Plastic (Visqueen)
- Sandbags
- Foam Sealant

8.0 GENERAL MAINTENANCE PROCEDURES

A. Prior to June 1 of each year:
   1. Inventory Control will be notified to order diesel fuel to fill the storage tanks
   2. The telephone numbers of all maintenance employees will be verified for accuracy
   3. Route Maintenance personnel will begin routinely checking all bus stops, shelters and transit centers to ensure amenities are secured
   4. Hurricane supplies will be inventoried and purchased as necessary
   5. All generators will have a full load bank check performed

9.0 MAINTENANCE HURRICANE PROCEDURES

During emergency procedures the Emergency Action / Event Log (Exhibit 3) is to be filled out by employees who are responsible for completing pre and post-hurricane assignment cards. These log sheets are to forwarded to each department manager following the event.

9.1 21st Ave. Facilities and Route Maintenance, and ERT Personnel

A. Once a hurricane watch is announced, all Facilities Maintenance and ERT members will be notified that they are on on-call / stand-by status.
B. All facilities and Route Maintenance personnel are to meet with the Manager and Assistant Manager of Passenger Amenities and Facilities, the Transitway and Route Maintenance Supervisors in the Maintenance Training Room to be briefed on their status, duties, and to review the recovery plan.

C. Inventory Control will be notified to order diesel fuel to fill the storage tanks as soon as possible.

D. The Assistant Manager of Passenger Amenities and Facilities is responsible for overseeing the Transitway and Route Maintenance Supervisors, General Maintenance Attendants, B, A, and Master Facilities Maintenance Technicians, and the ERT Custodians.

E. In the absence of any of the above supervisors, the Manager of Passenger Amenities and Facilities will assume their responsibilities.

F. Approximately 48 hours from the prediction of a hurricane reaching the Tampa Bay area, the General Maintenance Attendants and the ERT personnel are responsible for securing and storing:
   1. Tires
   2. Benches and tables
   3. Ashtrays
   4. Dumpsters
   5. Picking up trash
   6. Strapping down large items that cannot be placed indoors
   7. As each building is checked, the power will be turned off

G. At this point, Facilities Maintenance Technicians are responsible for:
   1. Ensuring all propane tanks are filled
   2. Checking the operation of all generators
   3. Lowering the high mast lights
   4. Covering windows

H. The Yellow Team are responsible for:
   1. Removing transitway signs
   2. Securing the transit centers
   3. Picking up trash at the transit centers
   4. Ensuring all transit center windows and doors are closed and locked
5. Shutting down power in unoccupied transit centers

I. Within 24 hours of the approaching hurricane, the Yellow Team are responsible for moving any remaining outside items to a secure location, and moving risk department files to a secure indoor location within the Administration building.

J. With the assistance of the Communication and Electronic Technician, they will ensure that the fuel lane, probing and vaulting equipment remain operational. The Yellow Team will then be released from duty.

K. The Green Team, will ensure:

1. All windows are covered
2. Doors are closed and locked in all unoccupied structures
3. Power is shut down to the PM building, and the Safety, Training and Purchasing annexes
4. The rear gates are chained and locked
5. Once the main maintenance building power is off – do not exit via the turnstile gate

The Green Team will then be released from duty.

L. A final walkthrough will be done by the Red Team to ensure all buildings are vacant and all maintenance personnel have vacated the premises. Once it has been determined that no personnel remain on HART property, the Red Team will notify Dispatch that all personnel have left the property and then will be relieved from duty.

9.2 21st Ave. Vehicle Maintenance Personnel

A. The Manager of Vehicle Maintenance and the Maintenance Supervisors are responsible for overseeing the Mechanics and Paint and Body Technicians. Fleet service personnel are to meet with the Assistant Manager of Vehicle Maintenance and the Fleet Service Supervisor(s) in the Maintenance Conference Room to be briefed on their status, duties, and to review the recovery plan.

B. Once normal service has been halted and buses are returning to the garage, the Service Attendants are responsible for probing and emptying cashboxes in all buses, pulling cashboxes from all other revenue vehicles, servicing and fueling all HART’s vehicles, and with the assistance of any available operators and mechanics, moving vehicles to alternate locations. An Operations Supervisor will document the location of all vehicles.
C. Batteries on all buses will be turned off, and doors, windows and hatches will be closed.

D. In the event, a service truck must be dispatched for a roadcall, 2 Mechanics will be assigned to one truck for safety reasons. Mechanics will be on hand to repair minor defects to vehicles prior to the vehicles being relocated and parked. Mechanics are also responsible to ensure that all emergency hatches, windows and doors are closed, and that the batteries are shut off.

E. During the probing and vaulting of fareboxes, and while vehicles are being fueled and serviced, the Facilities Maintenance Technicians will oversee the process to ensure all equipment is operating properly.

F. The service trucks will be moved inside and the battery chargers plugged in.

9.3 All 21st Ave. Maintenance Personnel – Pre-Hurricane

FEMA Pre-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

A. Once HART declares an emergency condition, the Orange Team is required to remain until the probing process is complete.

B. Paint and Body Technicians, Maintenance Office Manager, Maintenance Administrative Assistant, and the Maintenance Trainer will be released from duty by the Chief of Maintenance and Engineering, or his designee.

C. The Orange Team will be given instructions, prior to departing, on the procedure for returning to work.

D. Once all vehicles are serviced and moved to their designated locations, the Blue Team will be relieved from duty.

9.4 All 21st Ave. Maintenance Personnel – Post-Hurricane

FEMA Post-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

A. The Red and Green Teams will be the first to be called back to duty to assess any damages and to determine the safety of all HART’s structure before notifying any other Maintenance personnel to return to duty.
B. The order of employees returning to duty will be in reverse order of them being relieved from duty. The Blue Team will be called back next, followed by the Yellow Team and then the Orange Team.

C. All employees returning to work are to meet in the Maintenance Training Room for instructions on who they are to report to and what job duties they are being assigned.

D. After the storm, place signs on the refrigerated food vending machines and all refrigerators stating “Power has been lost – DO NOT CONSUME”.

E. The Manager and Assistant Manager of Passenger Amenities and Facilities will establish teams to be dispatched to transit centers or remain at HART’s 21st Ave. property to begin clean up. One Supervisor will be assigned to lead each team in cleaning up various locations.

F. Mechanics will be instructed by their team leader on their assigned duties. Two Mechanics per service truck will be instructed to each of the off-site parking locations to ensure all vehicles are in operating order and to assess any damages. The Service Attendants and Mechanics will assist Operations with returning vehicles to HART, depending on the extent of damage.

G. The Chief of Maintenance and Engineering will oversee all of the hurricane preparations, and will be kept notified of all property and vehicle status throughout.

9.5 Streetcar Maintenance Personnel – Pre-Hurricane

FEMA Pre-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

A. Once a hurricane watch is announced, all streetcar maintenance personnel are to meet with the Streetcar Maintenance Supervisor in the 3rd floor training room to be briefed on their status, duties, and to review the recovery plan.

B. The Streetcar Maintenance Supervisor is responsible for overseeing the Streetcar Mechanics, Streetcar Facility Maintenance Technician, Streetcar General Maintenance Attendants and the Streetcar Service Attendants.

C. Approximately 48 hours from the prediction of a hurricane reaching the Tampa Bay area, the Streetcar Facility Maintenance Technicians will foam all outside doors on the substations up to 6 feet, remove any
signs or fixtures along the streetcar line and at the stations that may become dislodged in high winds, ensure all propane tanks are filled, and check the operation of the generator.

D. The Streetcar General Maintenance Attendants and Streetcar Service Attendants are responsible for securing and storing loose items, such as benches, tables, ashtrays, dumpsters, picking up trash, and strapping down large items that cannot be placed indoors.

E. All Streetcar Maintenance personnel will assist in:

1. Moving equipment from the 1st floor to the 3rd floor
2. Tools, toolboxes, portable generator, files and computers currently housed on the 1st floor will be taken to the 2nd floor
3. Unplugging any electrical device that cannot be easily moved
4. Plugging all floor drains in the pit bays
5. Filling 2 large containers with water, one to be placed next to hand basin in male toilet, the other to the 2nd floor in the access ramp between the Streetcar Administration Office and the roof access doors to track 2
6. Turning off all substations - 2 main line, 1 facility
7. Taping substations to approx 4 feet
8. Sandbagging substation door inside barn
9. Foaming all outside facility doors up to 6 feet
10. Sandbagging, taping or foaming south side doors
11. Moving non-essential vehicles to 21st Ave
12. Park remaining road vehicles to be used for system recovery facing out front barn doors

F. With the assistance of the Communications and Electronics Technician, the Facility Maintenance Technicians will ensure that the probing and vaulting equipment remain operational.

G. Once service has been halted, the Streetcar Service Attendants are responsible for probing and emptying cashboxes in all streetcars, and fueling HART’s vehicles.

1. Streetcars

   a. If to be stored at the streetcar facility – 5 cars and the Birney on the loop track, 1 car on the hard pit, 2 cars on the open pits, 2 cars outside on the pit roads partially under entry awning
b. Based upon upper level evacuation order of the streetcar facility, the Streetcar Mechanics and any available personnel will begin moving streetcars to alternate locations utilizing Stepp’s Towing

c. If to be taken offsite – remove 400 series cars first, breezer, then Birney last. Need 2 hours to move one car and return with empty trailer. Must stop moving cars 8 hours before storm makes landfall

d. A Hurricane Alternate Site Vehicle Parking Log (Exhibit 1) will be used by the Streetcar Technicians to identify staff vehicles and streetcars that are being moved to an off-site location.

H. The Facility Maintenance Technicians and the General Maintenance Attendants will tape heavy plastic to the facility doors and cover with sand bags.

1. A final walkthrough will be done by the Streetcar Maintenance Supervisor and one employee to ensure the building is vacant and all personnel have vacated the premises

2. Once it has been determined that no personnel remain on property, the Streetcar Maintenance Supervisor will notify Dispatch that all personnel have left the property

3. Turn off building power

4. Secure building

5. Confirm with rail dispatch the facility is secured and you are departing

9.6 Streetcar Maintenance Personnel – Post-Hurricane

FEMA Post-Hurricane cards will be issued by the department Manager or Supervisor and are to be filled out by each employee assisting in any hurricane efforts. Following the event the cards are forwarded to the Grants Manager.

A. The Streetcar Maintenance Supervisor and the Facility Maintenance Technicians will be the first to be called back to duty to assess any damages and determine the safety of the structures before notifying any other maintenance personnel to return to duty.

B. The order of employees returning to duty will be in reverse order of them being relieved from duty. All employees returning to work are to meet in the break room for instructions on who they are to report to and what job duties they are being assigned.
C. The Chief of Maintenance and Engineering will oversee all of the hurricane preparations, and will be kept notified of all property and vehicle status throughout.
# ATTACHMENT A – CELL PHONE LISTING

## Cell Phone User List (Updated 5/11/09)

<table>
<thead>
<tr>
<th>Name</th>
<th>area code</th>
<th>Cell #</th>
<th>DEPARTMENT</th>
<th>Position</th>
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<td>Acevedo, Miguel</td>
<td>813</td>
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<td>Road Supervisor</td>
<td>Transit Supervisor</td>
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<tr>
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<td>Transit Supervisor</td>
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<td>Andis, Robert</td>
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<td>Manager of Technical Services</td>
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<td>309-1602</td>
<td>Executive Office</td>
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<td>309-1610</td>
<td>Engineering</td>
<td>Project Manager</td>
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<td>309-1629</td>
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<td>813</td>
<td>309-1609</td>
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<tr>
<td>Bartholomew, Michael</td>
<td>813</td>
<td>394-6296</td>
<td>IS</td>
<td>Webmaster/Applications Programmer</td>
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<tr>
<td>Berrien, Jacqueline</td>
<td>813</td>
<td>309-1608</td>
<td>Safety &amp; Training</td>
<td>Safety / Security</td>
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<tr>
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<td>Maintenance Coordinator</td>
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<td>Promotions &amp; Bus. Dev</td>
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<tr>
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<td>Creaton, John</td>
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<td>309-1617</td>
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</tr>
<tr>
<td>Streetcar Floater</td>
<td>813-0919</td>
<td>Streetcar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taylor, Steve</td>
<td>813-6700</td>
<td>Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thomas, Joel</td>
<td>813-2779</td>
<td>Road Supervisor</td>
<td></td>
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</table>

13 of 21
<table>
<thead>
<tr>
<th>Name</th>
<th>Prefix</th>
<th>Phone</th>
<th>Department</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trout, Robert</td>
<td>813</td>
<td>309-1619</td>
<td>Marketing</td>
<td>Public Information Coordinator</td>
</tr>
<tr>
<td>Vita, Lois</td>
<td>813</td>
<td>309-0875</td>
<td>Risk Mgmt.</td>
<td>Risk Specialist III</td>
</tr>
<tr>
<td>Ward, Debbie</td>
<td>813</td>
<td>394-6228</td>
<td>Finance</td>
<td>Project Manager</td>
</tr>
<tr>
<td>Watkins, Matt</td>
<td>813</td>
<td>309-2755</td>
<td>Road Supervisor</td>
<td>Transit Supervisor</td>
</tr>
<tr>
<td>Watt, David</td>
<td>813</td>
<td>447-1327</td>
<td>Engineering &amp; Development</td>
<td>Director of Construction Management</td>
</tr>
<tr>
<td>Weakland, Les</td>
<td>813</td>
<td>309-1626</td>
<td>Engineering &amp; Development</td>
<td>Development Service Manager</td>
</tr>
<tr>
<td>Wicktor, Tim</td>
<td>813</td>
<td>309-3494</td>
<td>IS</td>
<td>Programmer Analyst</td>
</tr>
<tr>
<td>Williams, Carla</td>
<td>813</td>
<td>309-1029</td>
<td>Marketing</td>
<td>Community Services Coord.</td>
</tr>
<tr>
<td></td>
<td>813</td>
<td>309-1611</td>
<td>IS</td>
<td>On-Call</td>
</tr>
</tbody>
</table>
ATTACHMENT B – DEPARTMENTAL TELEPHONE CONTACT TREE

HART’s EOC Representative E-mail Group for Hurricane Status Updates

HART’s EOC Operations Telephone Contact Tree
Chief Finance Officer Telephone Contact Tree

Chief Administrative Officer Telephone Contact Tree
Planning and Program Development Telephone Contact Tree
HART's EOC Maintenance Telephone Contact Tree

Executive Staff Telephone Contact Tree
### Exhibit 1 – Alternate Site Parking Log

**HURRICANE ALTERNATE SITE VEHICLE PARKING LOG**

<table>
<thead>
<tr>
<th>DATE</th>
<th>UNIT#</th>
<th>OPERATOR</th>
<th>PR#</th>
<th>TIME DEPARTING BASE</th>
<th>TIME RETURNED TO BASE</th>
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<tbody>
<tr>
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</tr>
</tbody>
</table>
Exhibit 2 - FEMA Pre / Post Hurricane Documentation Cards

Staff Pre-Hurricane Assignment Card

Date: ___________ Name: _____________________ PR# _____________________
On Time: ___________ Off Time: ___________ Total Hours: ___________
Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________
Narrative of Assignment:

Staff Post-Hurricane Assignment Card

Date: ___________ Name: _____________________ PR# _____________________
On Time: ___________ Off Time: ___________ Total Hours: ___________
Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________
Narrative of Assignment:

Vehicle - Equipment Usage Card

Date: ___________ Name: _____________________ PR# _____________________
Vehicle #: ___________ Beginning Mileage: ___________ Ending Mileage: ___________
On Time: ___________ Off Time: ___________ Total Hours: ___________
Fuel Type: ☐ Gasoline ☐ Diesel ☐ Propane ☐ Hybrid
Type of Vehicle or Equipment:

---

HART
Exhibit 3 – Emergency Action / Event Log

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>EMERGENCY ACTION/EVENT</th>
<th>COMMENTS</th>
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</tbody>
</table>
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

# EMERGENCY RESPONSE CONTINGENCY PLAN

<table>
<thead>
<tr>
<th>REV</th>
<th>DATE</th>
<th>DESCRIPTION</th>
<th>RLSE NO.</th>
<th>INIT</th>
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<td></td>
</tr>
</tbody>
</table>

**ORIGINATED BY:**
Donna M. Loy, Manager of Passenger Amenities and Facilities

**REVISED BY:**
Joe Díaz, Manager of Transportation Services

**REVIEWED BY:**
Philip Hale, Chief of Maintenance and Engineering

**APPROVED BY:**
David Armijo, Chief Executive Officer

**DATE:**
5-26-09

**DATE:**
5-26-09

**DATE:**
9-14-09

**DATE:**
5-27-09
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

## EMERGENCY RESPONSE CONTINGENCY PLAN

<table>
<thead>
<tr>
<th>REV</th>
<th>DATE</th>
<th>DESCRIPTION</th>
<th>RLSE NO.</th>
<th>INIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4/15/10</td>
<td>UPDATED TO REFLECT CHANGES IN EQUIPMENT AND PROCEDURES</td>
<td>ASOP-0008</td>
<td>DL</td>
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</table>

**ORIGINATED BY:**
Donna M. Loy, Manager of Passenger Amenities and Facilities

**DATE:** 9-8-10

**REVIEWED BY:**
Philip Hale, Chief of Maintenance & Facilities

**DATE:** 9/14/10

Joe Escobedo, Director of Transportation

**DATE:**

**APPROVED BY:**
David Armijo, Chief Executive Officer

**DATE:** 9/16/10
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<th>PAGE</th>
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<td>5</td>
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<td>9.0 EQUIPMENT</td>
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<td>13.0 PUBLIC INFORMATION OFFICE</td>
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<td>14.0 RECOVERY AND RESTORATION</td>
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<td>15.0 ALL OTHER HART PROPERTIES AND FACILITIES</td>
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<td>16.0 DISTRIBUTION</td>
<td>14</td>
</tr>
<tr>
<td>17.0 PLAN REVISION HISTORY</td>
<td>14</td>
</tr>
<tr>
<td>18.0 DISTRIBUTION LIST – OUTSIDE AGENCIES</td>
<td>15</td>
</tr>
</tbody>
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## ATTACHMENTS

ATTACHMENT 1 - PHYSICAL DIAGRAMS | 17
1.0 PURPOSE

This Emergency Response Contingency Plan (Plan) has been prepared for the Hillsborough Transit Authority. Implementation of this plan is intended to mitigate or protect Authority personnel and the surrounding community from injury; prevent contamination of the bay and storm sewers with hazardous materials; prevent damage to the environment; or a combination of these. This plan will be implemented in the event of a spill or release of hazardous materials and waste, fire, or explosion. Additionally, the Plan will be implemented should a chemical, biological or radiological incident occur that would threaten human health or the environment. This plan is designed in accordance with all Federal and State laws with respect to emergency preparedness and prevention of emergency events.

The Plan is intended to provide guidance in the event of an emergency. It is also intended as a reference source to familiarize local emergency response agencies, fire and police departments in operations relating to hazardous materials/wastes and emergency response at HART.

The purpose of the Plan is to protect life in emergency situations resulting from the release of all types of hazardous substances. Facility hazards need to be addressed in a comprehensive and coordinated manner. Accordingly, this plan is broadly constructed to allow for facilities maintenance personnel to address a wide range of risks in a manner tailored to the specific needs of the facility. This includes both physical and chemical hazards associated with events such as chemical releases, oil spills, fires, explosions, and natural disasters.

2.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
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<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>MSDS</td>
<td>Material Safety Data Sheet</td>
</tr>
<tr>
<td>PM</td>
<td>Preventive Maintenance</td>
</tr>
<tr>
<td>AST</td>
<td>Aboveground Storage Tank</td>
</tr>
<tr>
<td>UST</td>
<td>Underground Storage Tank</td>
</tr>
<tr>
<td>ICC</td>
<td>Interstate Commerce Commission</td>
</tr>
<tr>
<td>HVIL</td>
<td>High Voltage Interlock Loop</td>
</tr>
<tr>
<td>NiMH</td>
<td>Nickel-Metal Hydride Cell</td>
</tr>
<tr>
<td>ESS</td>
<td>Energy Storage System</td>
</tr>
<tr>
<td>VDC</td>
<td>Volts of Continuous or Direct Current</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Material</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protection Equipment</td>
</tr>
<tr>
<td>EPA</td>
<td>Environmental Protection Agency</td>
</tr>
<tr>
<td>TPD</td>
<td>Tampa Police Department</td>
</tr>
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</table>
3.0 ASSESSMENTS

A. Chemical Identification

MSDS) for all chemicals used by the Authority can be found in the heavy maintenance facility’s hallway near the employees’ rest rooms. Additional MSDS books are located in the Inventory Control area, Facilities Maintenance work areas, Paint and Body bays, the Preventive Maintenance building, the Communications and Electronics work area, the Marion Transit Center, the University Area Transit Center, operator’s lounge, and the Route Maintenance work area at the 21st Avenue Facility and Route Maintenance vehicles.

The MSDS book for the streetcar facility is located on the first floor next to the stairway.

B. Chemical Information

<table>
<thead>
<tr>
<th>CHEMICAL TYPE</th>
<th>QUANTITY</th>
<th>LOCATION (see diagrams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel Fuel</td>
<td>4 – 20,000 gallon AST</td>
<td>West of Fuel Lane</td>
</tr>
<tr>
<td>Gear Oil</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 – 2,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Used Antifreeze</td>
<td>1 – 2,000 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 – 275 gallon tote</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage closet</td>
<td>Heavy Maintenance Building - Inventory Control Receiving Area</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage cabinet</td>
<td>Heavy Maintenance Body Shops (2)</td>
</tr>
<tr>
<td>Vehicle Batteries</td>
<td>Battery Room</td>
<td>Heavy Maintenance Facility</td>
</tr>
</tbody>
</table>
4.0 EMERGENCY RESPONSE PROCEDURES

A. Supervisor Responsibilities

Following notification of a hazardous materials emergency, the on-duty supervisors will:

1. Request activation of internal facility alarms and communication systems as necessary.
2. Notify emergency response units, necessary HART personnel and HART Public Information Office.
3. Establish a Command Post within safe distance of the emergency site that is capable of internal and external communications; unless incapacitated, the Command Post will be the HART Dispatch Office.
4. Provide information on special hazards to all departments and personnel involved with the emergency.
5. Assess possible hazards and take reasonable measures necessary to ensure that fires, explosions and releases do not occur, recur or spread.
6. Obtain and record information on the character, exact source, amount and physical extent of any released materials and the effects of the release, fire or explosion (e.g. the effects of any toxic, irritating or asphyxiating gases that are generated, or the effects of any hazardous surface water runoff from water or chemical agents used to control fire and heat induced explosions).
7. Document all steps taken, personnel notified, and all other pertinent information; take pictures if necessary.

5.0 TYPES OF EMERGENCIES

A. Spills

1. An emergency spill occurs when one or more of the following conditions exist:
   a. The hazards of the material are not fully known and understood by the employees.
   b. The proper protective equipment is not available to the employees.
   c. The spill is not of a manageable size and type.
   d. Employees present at the time of incident have not been trained to deal with the spill.

2. Any employee seeing a hazardous waste or chemical spill at the facility will:
   a. Notify a supervisor or dispatcher to report the spill location.
b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to contain the spill, if trained to do so, using the proper personal protective gear and equipment.

d. Once the Fire Department arrives, employees will function in support mode under the direction of the Fire Department emergency response personnel.

3. Once notified of the emergency spill situation, supervisors will:

a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Ensure non-essential persons are protected and evacuated from the spill area and account for the same. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

c. Coordinate emergency response activities of HART employees until the Fire Department arrives.

d. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

e. Notify the HART Risk Department and any other pertinent managerial personnel.

4. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

B. Fires or Explosions

1. Any employee who discovers a fire will:

a. Go to the nearest fire-pull station and activate emergency response.

b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to determine if anyone is injured.

d. Notify a supervisor or dispatcher to report the fire location and, if any, the extent of injuries.

e. Attempt to contain the fire if trained to do so, using the proper personal protective gear and equipment.

f. Proceed to the designated meeting area. Do not go to personal vehicles and depart the property without being accounted for.

g. Once the Fire Department arrives, essential employees will function in support mode under the direction of the Fire Department emergency response personnel.

2. Once notified of the emergency or fire situation, supervisors will:
a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Use internal telephone paging system by depressing the Page button then the number 1 button on the telephone and make an "ALL Page" announcement to alert employees and visitors to evacuate.

c. Instruct all non-essential persons to evacuate the effected area and direct them to a designated and safe meeting location in order to be accounted for. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

d. Coordinate emergency response activities of HART employees until the Fire Department arrives. Assure that any injured are taken care of.

e. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

f. Notify the HART Risk Department and any other pertinent managerial personnel.

g. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

6.0 GILLIG HYBRID BUS EMERGENCY RESPONSE PROCEDURES

A. Emergency Manual Shutdown for Gillig Hybrid Bus

1. Turn ignition switch to "OFF" and set parking brake (ICC).

2. Turn off battery disconnect switch which is located inside the external panel on the street-side, front of the bus.

WARNING:

The operating voltage of the hybrid drive system is 900 volts. Redundant HVIL systems protect all circuits and components, but it is still possible to receive a fatal electric shock from the hybrid system. Cutting, or even handling, orange high-voltage cables and hybrid components could result in severe injury or death! If working near high voltage cabling or components, use 1,000 VDC electrical gloves, rubber-soled shoes, and make sure you and the environment are perfectly dry.

B. Spills:

1. Flush spill with water and neutralize with vinegar or other dilute acid.

2. Do not allow electrolyte to flow into storm drains.

3. Prevent contact with any part of the body – THE ELECTROLYTE IS EXTREMELY CORROSIVE!

4. Use caution – the electrolyte reacts with many organic chemicals.
C. Fires:

1. Wear full protective clothing and a self-contained breathing apparatus on positive pressure, and extinguish fires with a Class D fire extinguisher.

2. The ESS NiMH batteries use an aqueous alkaline electrode – 30% by weight potassium hydroxide in water – and a nickel hydroxide cathode.

3. The electrolyte is a base, not an acid as in lead batteries.

4. The electrolyte will react with zinc, aluminum, tin, and other materials, releasing flammable hydrogen gas.

7.0 KEY PERSONNEL CONTACT NUMBERS

**Fire Department and /Law Enforcement**
- 911

**U.S. Liquids for Chemical Spills**
- 623-5302
- 624-5302 (24 hr. Hotline)

**EOC Central Command**
- 272-6900

**Diamond Security Service**
- 884-5898 Ext. 1672

**ADT Security Alarm Service**
- 806-7000

**Stanley Convergence Security Solutions**
- 1-877-476-4968

**HART Dispatch**
- 626-3548 (Hotline)
- 623-5835, ext. 1019, 1017, or 1016

**Primary Emergency Coordinator**
- Donna Loy, Manager of Passenger Amenities and Facilities
- 623-5835, ext. 1228
- 309-1620 (Cell & Home)

- 806 E. Annie St.
- Tampa, FL 33612

- Dale Smith, Asst. Manager of Passenger Amenities & Facilities
- 623-5835, ext. 1231
- 879-1043 (Home)
- 526-1302 (Work cell)
- Tampa, FL 33603

- Michael Hunt, Master Facilities Technician
- 623-5835 (Office)
- 6714 S. Dauphin Dr.
- Tampa, FL 33611
- 831-7358 (Home)
- 309-1604 (Cell)

- Rickey Kendall, Risk & Environmental Safety Director
- 909 Cooper Ridge Pl.
- Valrico, FL 33594
- 689-5364 (Home)
- 309-1618 (Cell)

- Joe Diaz, Safety & Security Analyst
- 28427 Openfield Loop
- Wesley Chapel, FL 33543
- 994-0153 (Home)
- 309-1617 (Cell)
8.0 EMERGENCY RESPONSE COORDINATORS

A. In the event of any type of emergency situation involving chemical spills, fires, or explosions the Manager of Passenger Amenities and Facilities and the Risk & Environmental Safety Manager must be contacted immediately. The on-duty HART Dispatcher will be responsible to coordinate the emergency response with assistance from other on-site supervisors and HART emergency response personnel. In addition to contacting any necessary emergency response agencies, dispatch will also be responsible to contact all HART essential personnel.

B. After the emergency has been stabilized and the Authority is in the recovery and restoration phase, the Manager of Passenger Amenities and Facilities will be responsible for coordinating the clean-up. See the Post Emergency Procedures.

9.0 EQUIPMENT

A. Location of Emergency Chemical Spill Kit

1. For off-property chemical spills that are small enough to be handled by HART employees, there is a 4 foot by 4 foot yellow storage container marked “HAZMAT Spill Kit” located in Bay #11 in the heavy maintenance building.

2. For on-property chemical spills that are small enough to be handled by HART employees, there is a 55 gallon yellow drum “HAZMAT Spill Kit” located along the north wall in the heavy maintenance building.

B. Contents of Emergency Chemical Spill Kit

1. The following items are contained in the large spill kit which has the capacity of absorbing 80 gallons of liquid:
   a. Oil absorb
   b. Containment boom
   c. Absorbent pads
   d. 15 gallon hazardous waste steel drum
e. 2 plastic shovels
f. 2 push brooms
g. 5 pairs of gloves
h. 5 sets of eye protection
i. 10 safety cones

2. The following items are contained in the 55 gallon drum spill kit which has the capacity of absorbing 45 gallons of liquid:
   a. Oil absorb
   b. Containment boom
c. Absorbent pads
d. Yellow 55 gallon drum
e. 1 plastic shovels
f. 1 push brooms
g. 1 pairs of gloves
h. 1 set of eye protection

3. Any employee who is to be involved in any emergency response clean-up must be trained to perform this function and must wear prescribed PPE.

C. Locations and Types of Fire Extinguishing and Alarm Systems

1. The administration, maintenance, PM, and Ybor City streetcar buildings have automatic fire sprinkler systems. The administration, maintenance and PM building fire alarms automatically contact Stanley Convergence Security Service when activated. The Ybor City streetcar facility fire alarm automatically contacts ADT Security Service. These buildings are also equipped with pull down fire alarms. The security systems on these buildings automatically contact ADT Security Service when an alarm is signaled.

2. The Safety, Security and Training, Procurement and Construction annexes and the 21st Ave Operations Building are equipped with smoke detectors and a push button alarm pad to notify ADT Security Service of fire or intrusion.

3. The Marion Transit Center facility is equipped with smoke detectors, automatic fire sprinkler and security systems, and pull down fire alarms. ADT Security Service is automatically contacted when an alarm is signaled in this building.

4. All buildings are equipped with A-B-C fire extinguishers.
10.0 EMPLOYEE PROCEDURES AND EVACUATION PLAN

A. Basic Guidelines

1. Employees must become familiar with the evacuation alarm/signal to the extent that the emergency alarm/signal is immediately recognizable. Periodic tests of the signal will be performed in order to test the signal itself and to keep all employees current on what the signal sounds like and indicates. In addition to the audible facility alarm/signal, signals could also include:
   a. Visual Signals
   b. Public Address Announcements
   c. Someone Yelling

2. Although the audible alarm or signal may be sounded, employees must listen for verbal instructions announced over the facilities paging system to determine if their individual areas are affected. Only a partial evacuation may be required, and knowing the location of the emergency will help determine the safest evacuation route.

3. Once the alarm has been sounded, employees should:
   a. Stay calm
   b. Quickly gather up essential personal belongings
   c. Listen for specific instructions
   d. Follow the nearest exit route
   e. Proceed to the designated meeting area

B. Exit Routes

1. Exit signs are posted at all doors that lead to the outside as well as along exit routes at all buildings. It is essential that all doors and stairways that lead to the outside remain unobstructed to allow for smooth flow of people. All doors and stairways must remain clear from:
   a. File cabinets
   b. Bookshelves
   c. Janitorial equipment
   d. Boxes and / storage items
   e. Holiday decorations
   f. Other obstructions

C. Designated Meeting Area
Unless otherwise instructed at time of event, the following are the designated evacuation meeting locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Evacuate To</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART on Franklin</td>
<td>Tampa Police Department Building</td>
</tr>
<tr>
<td>MTC</td>
<td>MTC HART Employee Parking Lot</td>
</tr>
<tr>
<td>Streetcar Facility</td>
<td>Hampton Inn on 7th Ave.</td>
</tr>
<tr>
<td>UATC</td>
<td>Convenience store parking lot at 131st Ave. and Livingston Ave.</td>
</tr>
<tr>
<td>21st Avenue Administration Building</td>
<td>Safety, Security and Training Annex</td>
</tr>
<tr>
<td>Safety, Security and Training Annex</td>
<td>Operations Building Conference Room</td>
</tr>
<tr>
<td>21st Avenue Annex</td>
<td>Operations Building Conference Room</td>
</tr>
<tr>
<td>Purchasing Annex</td>
<td>Operations Building Conference Room</td>
</tr>
<tr>
<td>21st Avenue Heavy Maintenance</td>
<td>PM Building Break Area</td>
</tr>
<tr>
<td>21st Avenue PM Building</td>
<td>Heavy Maintenance Break Area</td>
</tr>
</tbody>
</table>

11.0 REPORTING REQUIREMENTS

A. After the emergency has been stabilized, supervisors present during the incident will be responsible to:

1. Conduct an Authority investigation; document the course of action taken.
2. Take photographs of the incident scene.
3. Assure that all employees present at the event site and involved in the emergency response submit detailed written reports.
4. Assure that all essential HART personnel are contacted and advised of the event.

12.0 EMERGENCY COORDINATOR POST EMERGENCY PROCEDURES

A. Regulatory Requirements

1. The following regulatory requirements apply only to the primary emergency coordinator and are listed to provide information regarding post-emergency procedures.
2. Immediately after an emergency, the Risk and Environmental Manager and the Safety, Security and Training Manager shall:

   a. Notify all regulatory agencies such as the EPA as required.
   b. Provide for treating, storing or disposing of recovered waste, contaminated soil or surface water.
   c. Ensure that all emergency equipment listed in the contingency plan is cleaned and fit for its intended use before operations are resumed.
   d. Notify appropriate federal, state and local authorities that the facility is prepared to resume operations.
   e. Submit written reports to all regulatory agencies involved or contacted during the incident.
   f. Arrange for feedback from parties involved in incident in order to prepare a documented critique.

B. The Manager of Passenger Amenities and Facilities and the Safety & Security Analyst will review documented critiques. The review will be conducted so as to identify areas of improvement and modify procedures as necessary.

13.0 PUBLIC INFORMATION OFFICE

A. Following notification of incident, the Public Information Office will:

1. Obtain detailed information from the on-duty dispatcher or on-site Supervisor.
2. Alert media outlets in a timely fashion.

14.0 RECOVERY AND RESTORATION

After the emergency has been stabilized, investigations completed, damage assessment conducted and the clean-up process begun, HART will perform a Hazard Analysis of the incident. At this point, multiple HART departments, including the HART Safety Committee and possibly various outside agencies, will evaluate all aspects of the emergency to implement procedural changes, prevent recurrence and to enhance future response.

15.0 ALL OTHER HART PROPERTIES AND FACILITIES

For all other HART properties and facilities, responsible personnel are to use the procedures contained in this document as guidelines to prepare, identify, evaluate, respond, notify, evacuate and report emergencies. Personnel working at these facilities are to become familiar with the location of fire alarms, fire extinguishers and emergency evacuation routes and exits. HART employees at all facilities are to remember that the
number one priority in any emergency situation is life safety and must always take the necessary steps to protect themselves, coworkers and customers.

16.0 DISTRIBUTION

A. Copies of this Plan are to be kept by the telephone at the following 21st Avenue locations:
   1. Dispatch
   2. Maintenance Supervisors offices
   3. Administration reception
   4. Manager of Passenger Amenities and Facilities' office
   5. Assistant Manager of Passenger Amenities and Facilities' office
   6. Facilities personnel work area
   7. Risk & Environmental Safety Manager’s office
   8. Manager of Operations office
   9. Risk & Environmental Safety Director office

B. Copies of this Plan are to be kept by the telephone at the following streetcar facility locations:
   1. Assistant Manager of Streetcar Operations’ office
   2. Maintenance work area

C. Copies of the Plan will also be provided to employees on request.

17.0 PLAN REVISION HISTORY

A. The Emergency Response Contingency Plan is a controlled document. Only the Manager of Passenger Amenities and Facilities, or his/her designee, is authorized to make revisions to the Plan.

B. Revisions will be distributed to all appropriate and responsible department general managers, directors, managers and outside agencies. The Manager of Passenger Amenities and Facilities, or his/her designee, is responsible for maintaining an updated distribution list and to provide distribution.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Revision</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Updated cover page</td>
<td></td>
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<td>Added Plan Revision History</td>
<td>3, 17</td>
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<tr>
<td>Date</td>
<td>Change Description</td>
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<tr>
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<td>------</td>
</tr>
<tr>
<td>April 20, 2007</td>
<td>Added MSDS book location for streetcar facility</td>
<td>4</td>
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<tr>
<td>April 20, 2007</td>
<td>Updated Key Personnel Contact list</td>
<td>10</td>
</tr>
<tr>
<td>April 20, 2007</td>
<td>Modification to Location and Types of Fire Extinguishing Systems</td>
<td>12</td>
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<tr>
<td>April 20, 2007</td>
<td>Change General Manager of Maintenance to Facilities Maintenance Manager</td>
<td>14</td>
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<tr>
<td>April 20, 2007</td>
<td>Additional locations of where the plan is to be kept</td>
<td>15</td>
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<tr>
<td>April 20, 2007</td>
<td>Changes to Facilities Diagrams &quot;G&quot; through &quot;L&quot;</td>
<td>16</td>
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<tr>
<td>April 20, 2007</td>
<td>Addition of building diagram for Risk/Grants/Accounting Annex</td>
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<tr>
<td>April 20, 2007</td>
<td>Attachment</td>
<td></td>
</tr>
<tr>
<td>April 20, 2007</td>
<td>Addition of Distribution List for outside agencies</td>
<td>18</td>
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<tr>
<td>April 13, 2009</td>
<td>Addition of an abbreviation descriptions table</td>
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<td>April 13, 2009</td>
<td>Modifications to various title and name changes for personnel and facility names</td>
<td>Throughout</td>
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<tr>
<td>April 15, 2010</td>
<td>Modifications to various title and name changes for personnel and facility names</td>
<td>Throughout</td>
</tr>
<tr>
<td>April 15, 2010</td>
<td>Change to Section 3.0-B to reflect switchover to aboveground fuel storage</td>
<td>4</td>
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</tbody>
</table>

18.0 Distribution List – Outside Agencies

Hillsborough County Sheriff’s Operations Center  
Attn: David Gee  
2008 E. 8th Ave.  
Tampa, FL 33605

Hillsborough County Sheriff’s Office  
Special Operations Division  
Attn: Lt. Alan Hill  
P. O. Box 3371  
Tampa, FL 33601

Fire Marshall Office Division  
808 E. Zack St.  
Tampa, FL 33603

Tampa Police Department  
Attn: Lt. Daniel Lyons  
411 N. Franklin St.  
Tampa, FL 33602
Tampa General Hospital  
Mr. Paul Ford, Director of Safety and Security  
P. O. Box 1289  
Tampa, FL  33601

St. Joseph's Hospital  
Disaster Preparedness Coordinator  
Attn:  Dirk Palmer, CHSS, CHSO  
3001 W. Martin Luther King, Jr. Blvd.  
Tampa, FL  33607
## ATTACHMENT 1 - PHYSICAL DIAGRAMS

### HART FACILITIES and EMERGENCY EQUIPMENT LOCATIONS

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<th>DEPARTMENTS</th>
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<td>Facilities Diagram “A”</td>
<td>Safety, Security &amp; Training Annex</td>
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<tr>
<td>Facilities Diagram “B”</td>
<td>Preventive Maintenance Building</td>
</tr>
<tr>
<td>Facilities Diagram “C”</td>
<td>Construction Annex</td>
</tr>
<tr>
<td>Facilities Diagram “D”</td>
<td>Administration Building</td>
</tr>
<tr>
<td>Facilities Diagram “E”</td>
<td>Heavy Maintenance Building – First Floor</td>
</tr>
<tr>
<td>Facilities Diagram “F”</td>
<td>Heavy Maintenance Building – Second Floor</td>
</tr>
<tr>
<td>Facilities Diagram “G”</td>
<td>Marion Transit Center – First Floor</td>
</tr>
<tr>
<td>Facilities Diagram “H”</td>
<td>Marion Transit Center – Second Floor</td>
</tr>
<tr>
<td>Facilities Diagram “I”</td>
<td>Ybor City Streetcar Facility – First Floor</td>
</tr>
<tr>
<td>Facilities Diagram “J”</td>
<td>Ybor City Streetcar Facility – Second Floor</td>
</tr>
<tr>
<td>Facilities Diagram “K”</td>
<td>Ybor City Streetcar Facility – Third Floor</td>
</tr>
<tr>
<td>Facilities Diagram “L”</td>
<td>Purchasing Annex</td>
</tr>
<tr>
<td>Facilities Diagram “M”</td>
<td>Heavy Maintenance Building Hazardous and Non-Hazardous Materials Storage</td>
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</table>
# STANDARD OPERATING PROCEDURE
## HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY
### EMERGENCY RESPONSE CONTINGENCY PLAN

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<th>REV</th>
<th>DATE</th>
<th>DESCRIPTION</th>
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<td>UPDATED TO REFLECT CHANGES IN EQUIPMENT AND PROCEDURES</td>
<td>ASOP-0008</td>
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<td>2</td>
<td>10/26/10</td>
<td>UPDATED TO REFLECT POSITION TITLE AND EMPLOYEE CHANGES</td>
<td>ASOP-0008R2</td>
<td>DL</td>
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</table>

**ORIGINATED BY:**  
Dale Smith, Manager of Facilities  
**DATE:** 11-2-10

**REVIEWED BY:**  
Steve Taylor, Director of Fleet Maintenance  
**DATE:** 11-2-10

**APPROVED BY:**  
Philip R. Hale, Chief of Maintenance and Facilities  
**DATE:** 11-3-10
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<td>16.0 DISTRIBUTION</td>
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<td>17.0 PLAN REVISION HISTORY</td>
<td>14</td>
</tr>
<tr>
<td>18.0 DISTRIBUTION LIST - OUTSIDE AGENCIES</td>
<td>15</td>
</tr>
</tbody>
</table>

# ATTACHMENTS

ATTACHMENT 1 - PHYSICAL DIAGRAMS | 17
1.0 PURPOSE

This Emergency Response Contingency Plan (Plan) has been prepared for the Hillsborough Transit Authority. Implementation of this plan is intended to mitigate or protect Authority personnel and the surrounding community from injury; prevent contamination of the bay and storm sewers with hazardous materials; prevent damage to the environment; or a combination of these. This plan will be implemented in the event of a spill or release of hazardous materials and waste, fire, or explosion. Additionally, the Plan will be implemented should a chemical, biological or radiological incident occur that would threaten human health or the environment. This plan is designed in accordance with all Federal and State laws with respect to emergency preparedness and prevention of emergency events.

The Plan is intended to provide guidance in the event of an emergency. It is also intended as a reference source to familiarize local emergency response agencies, fire and police departments in operations relating to hazardous materials/wastes and emergency response at HART.

The purpose of the Plan is to protect life in emergency situations resulting from the release of all types of hazardous substances. Facility hazards need to be addressed in a comprehensive and coordinated manner. Accordingly, this plan is broadly constructed to allow for facilities maintenance personnel to address a wide range of risks in a manner tailored to the specific needs of the facility. This includes both physical and chemical hazards associated with events such as chemical releases, oil spills, fires, explosions, and natural disasters.

2.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>MSDS</td>
<td>Material Safety Data Sheet</td>
</tr>
<tr>
<td>PM</td>
<td>Preventive Maintenance</td>
</tr>
<tr>
<td>AST</td>
<td>Aboveground Storage Tank</td>
</tr>
<tr>
<td>UST</td>
<td>Underground Storage Tank</td>
</tr>
<tr>
<td>ICC</td>
<td>Interstate Commerce Commission</td>
</tr>
<tr>
<td>HVIL</td>
<td>High Voltage Interlock Loop (HVIL)</td>
</tr>
<tr>
<td>NiMH</td>
<td>Nickel-Metal Hydride Cell</td>
</tr>
<tr>
<td>ESS</td>
<td>Energy Storage System</td>
</tr>
<tr>
<td>VDC</td>
<td>Volts of Continuous or Direct Current</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Material</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protection Equipment</td>
</tr>
<tr>
<td>EPA</td>
<td>Environmental Protection Agency</td>
</tr>
<tr>
<td>TPD</td>
<td>Tampa Police Department</td>
</tr>
</tbody>
</table>
3.0 ASSESSMENTS

A. Chemical Identification

MSDS for all chemicals used by the Authority can be found in the heavy maintenance facility's hallway near the employees' rest rooms. Additional MSDS books are located in the Inventory Control area, Paint and Body bays, the Preventive Maintenance building, Facilities Maintenance, Communications and Electronics, and Route Maintenance work areas at the 21st Avenue Facility and in Route Maintenance vehicles. MSDS books are also located in the Streetcar work area, the Marion Transit Center, the University Area Transit Center and the operator's lounge.

The MSDS book for the streetcar facility is located on the first floor next to the stair way.

B. Chemical Information

<table>
<thead>
<tr>
<th>CHEMICAL TYPE</th>
<th>QUANTITY</th>
<th>LOCATION (see diagrams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel Fuel</td>
<td>4 - 20,000 gallon AST</td>
<td>West of Fuel Lane</td>
</tr>
<tr>
<td>Gear Oil</td>
<td>1 - 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 - 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 - 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 - 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 - 2,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>Heavy Maintenance Building - Bay 11</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 - 500 gallon AST</td>
<td>Heavy Maintenance Building - Bay 11</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 - 500 gallon AST</td>
<td>Heavy Maintenance Building - Bay 11</td>
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<tr>
<td>Antifreeze</td>
<td>1 - 500 gallon AST</td>
<td>Heavy Maintenance Building - Bay 11</td>
</tr>
<tr>
<td>Used Antifreeze</td>
<td>1 - 2,000 gallon AST</td>
<td>Heavy Maintenance Building - Bay 11</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 - 600 gallon AST</td>
<td>Heavy Maintenance Building - Bay 11</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage closet</td>
<td>Heavy Maintenance Building - Inventory Control Receiving Area</td>
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<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage cabinet</td>
<td>Heavy Maintenance Body Shops (2)</td>
</tr>
<tr>
<td>Vehicle Batteries</td>
<td>Battery Room</td>
<td>Heavy Maintenance Facility</td>
</tr>
</tbody>
</table>
4.0 EMERGENCY RESPONSE PROCEDURES

A. Supervisor Responsibilities

Following notification of a hazardous materials emergency, the on-duty supervisors will:

1. Request activation of internal facility alarms and communication systems as necessary.
2. Notify emergency response units, necessary HART personnel and HART Public Information Office.
3. Establish a Command Post within safe distance of the emergency site that is capable of internal and external communications; unless incapacitated, the Command Post will be the HART Dispatch Office.
4. Provide information on special hazards to all departments and personnel involved with the emergency.
5. Assess possible hazards and take reasonable measures necessary to ensure that fires, explosions and releases do not occur, recur or spread.
6. Obtain and record information on the character, exact source, amount and physical extent of any released materials and the effects of the release, fire or explosion (e.g. the effects of any toxic, irritating or asphyxiating gases that are generated, or the effects of any hazardous surface water runoff from water or chemical agents used to control fire and heat induced explosions).
7. Document all steps taken, personnel notified, and all other pertinent information; take pictures if necessary.

5.0 TYPES OF EMERGENCIES

A. Spills

1. An emergency spill occurs when one or more of the following conditions exist:
   a. The hazards of the material are not fully known and understood by the employees.
   b. The proper protective equipment is not available to the employees.
   c. The spill is not of a manageable size and type.
   d. Employees present at the time of incident have not been trained to deal with the spill.

2. Any employee seeing a hazardous waste or chemical spill at the facility will:
   a. Notify a supervisor or dispatcher to report the spill location.
b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to contain the spill, if trained to do so, using the proper personal protective gear and equipment.

d. Once the Fire Department arrives, employees will function in support mode under the direction of the Fire Department emergency response personnel.

3. Once notified of the emergency spill situation, supervisors will:

   a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

   b. Ensure non-essential persons are protected and evacuated from the spill area and account for the same. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

   c. Coordinate emergency response activities of HART employees until the Fire Department arrives.

   d. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

   e. Notify the HART Risk Department and any other pertinent managerial personnel.

4. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

B. Fires or Explosions

1. Any employee who discovers a fire will:

   a. Go to the nearest fire-pull station and activate emergency response.

   b. If it is possible and safe to do so, shutdown any nearby equipment.

   c. Attempt to determine if anyone is injured.

   d. Notify a supervisor or dispatcher to report the fire location and, if any, the extent of injuries.

   e. Attempt to contain the fire if trained to do so, using the proper personal protective gear and equipment.

   f. Proceed to the designated meeting area. Do not go to personal vehicles and depart the property without being accounted for.

   g. Once the Fire Department arrives, essential employees will function in support mode under the direction of the Fire Department emergency response personnel.

2. Once notified of the emergency or fire situation, supervisors will:
a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Use internal telephone paging system by depressing the Page button then the number 1 button on the telephone and make an "ALL Page" announcement to alert employees and visitors to evacuate.

c. Instruct all non-essential persons to evacuate the effected area and direct them to a designated and safe meeting location in order to be accounted for. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

d. Coordinate emergency response activities of HART employees until the Fire Department arrives. Assure that any injured are taken care of.

e. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

f. Notify the HART Risk Department and any other pertinent managerial personnel.

g. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

6.0 GILLIG HYBRID BUS EMERGENCY RESPONSE PROCEDURES

A. Emergency Manual Shutdown for Gillig Hybrid Bus

1. Turn ignition switch to "OFF" and set parking brake (ICC).

2. Turn off battery disconnect switch which is located inside the external panel on the street-side, front of the bus.

WARNING:

The operating voltage of the hybrid drive system is 900 volts. Redundant HVIL systems protect all circuits and components, but it is still possible to receive a fatal electric shock from the hybrid system. Cutting, or even handling, orange high-voltage cables and hybrid components could result in severe injury or death! If working near high voltage cabling or components, use 1,000 VDC electrical gloves, rubber-soled shoes, and make sure you and the environment are perfectly dry.

B. Spills:

1. Flush spill with water and neutralize with vinegar or other dilute acid.

2. Do not allow electrolyte to flow into storm drains.

3. Prevent contact with any part of the body – THE ELECTROLYTE IS EXTREMELY CORROSIVE!

4. Use caution – the electrolyte reacts with many organic chemicals.
C. Fires:

1. Wear full protective clothing and a self-contained breathing apparatus on positive pressure, and extinguish fires with a Class D fire extinguisher.

2. The ESS NIMH batteries use an aqueous alkaline electrode – 30% by weight potassium hydroxide in water – and a nickel hydroxide cathode.

3. The electrolyte is a base, not an acid as in lead batteries.

4. The electrolyte will react with zinc, aluminum, tin, and other materials, releasing flammable hydrogen gas.

7.0 KEY PERSONNEL CONTACT NUMBERS

Fire Department and /Law Enforcement
U.S. Liquids for Chemical Spills
911
623-5302
624-5302 (24 hr. Hotline)

EOC Central Command
Diamond Security Service
ADT Security Alarm Service
Stanley Convergence Security Solutions
626-3548 (Hotline)
623-5835, ext. 1019, 1017, or 1016

HART Dispatch

Primary Emergency Coordinator
Dale Smith, Manager of Facilities
1710 N. Alexander Rd.
Tampa, FL 33603
623-5835, ext. 1231
879-1043 (Home)
526-1302 (Work cell)

Michael Hunt, Master Facilities Technician
6714 S. Dauphin Dr.
Tampa, FL 33611
623-5835 (Office)
831-7358 (Home)
309-1604 (Cell)

Rickey Kendall, Risk & Environmental Safety Director
909 Cooper Ridge Pl.
Valrico, FL 33594
689-5364 (Home)
309-1618 (Cell)

Joe Diaz, Safety & Security Analyst
28427 Openfield Loop
Wesley Chapel, FL 33543
994-0153 (Home)
309-1617 (Cell)

David Kelsey, Safety & Security Coordinator
509 Highview Terrace S.
Brandon, FL 33510
681-2116 (Home)
309-1623 (Cell)
8.0 EMERGENCY RESPONSE COORDINATORS

A. In the event of any type of emergency situation involving chemical spills, fires, or explosions the Manager of Facilities and the Risk & Environmental Safety Director must be contacted immediately. The on-duty HART Dispatcher will be responsible to coordinate the emergency response with assistance from other on-site supervisors and HART emergency response personnel. In addition to contacting any necessary emergency response agencies, dispatch will also be responsible to contact all HART essential personnel.

B. After the emergency has been stabilized and the Authority is in the recovery and restoration phase, the Manager of Facilities will be responsible for coordinating the clean-up. See the Post Emergency Procedures.

9.0 EQUIPMENT

A. Location of Emergency Chemical Spill Kit

1. For off-property chemical spills that are small enough to be handled by HART employees, there is a 4 foot by 4 foot yellow storage container marked “HAZMAT Spill Kit” located in Bay #11 in the heavy maintenance building.

2. For on-property chemical spills that are small enough to be handled by HART employees, there is a 55 gallon yellow drum “HAZMAT Spill Kit” located in the center of the bays in the heavy maintenance building.

B. Contents of Emergency Chemical Spill Kit

1. The following items are contained in the large spill kit which has the capacity of absorbing up to 80 gallons of liquid:
   a. Oil absorb
   b. Containment boom
   c. Absorbent pads
   d. 15 gallon hazardous waste steel drum
   e. 2 plastic shovels
   f. 2 push brooms
   g. 5 pairs of gloves
   h. 5 sets of eye protection
i. 10 safety cones

2. The following items are contained in the 55 gallon drum spill kit which has the capacity of absorbing up to 45 gallons of liquid:
   a. Oil absorb
   b. Containment boom
   c. Absorbent pads
   d. Yellow 55 gallon drum
   e. 1 plastic shovels
   f. 1 push brooms
   g. 1 pairs of gloves
   h. 1 set of eye protection

3. Any employee who is to be involved in any emergency response clean-up must be trained to perform this function and must wear prescribed PPE.

C. Locations and Types of Fire Extinguishing and Alarm Systems

1. The administration, maintenance, PM, and Ybor City streetcar buildings have automatic fire sprinkler systems. The Operations, Maintenance and PM building fire alarms automatically contact Stanley Convergence Security Service when activated. The Ybor City streetcar facility fire alarm automatically contacts ADT Security Service. These buildings are also equipped with pull down fire alarms. The security systems on these buildings automatically contact ADT Security Service when an alarm is signaled.

2. The Safety, Security and Training, Procurement and 21 Ave. annexes and the 21st Ave Operations Building are equipped with smoke detectors and a push button alarm pad to notify ADT Security Service of fire or intrusion.

3. The Marion Transit Center facility is equipped with smoke detectors, automatic fire sprinkler and security systems, and pull down fire alarms. ADT Security Service is automatically contacted when an alarm is signaled in this building.

4. All buildings are equipped with A-B-C fire extinguishers.

10.0 EMPLOYEE PROCEDURES AND EVACUATION PLAN

A. Basic Guidelines

1. Employees must become familiar with the evacuation alarm/signal to the extent that the emergency alarm/signal is immediately recognizable. Periodic tests of the signal will be performed in order to test the signal
itself and to keep all employees current on what the signal sounds like and indicates. In addition to the audible facility alarm/signal, signals could also include:

a. Visual Signals
b. Public Address Announcements
c. Someone Yelling

2. Although the audible alarm or signal may be sounded, employees must listen for verbal instructions announced over the facilities paging system to determine if their individual areas are affected. Only a partial evacuation may be required, and knowing the location of the emergency will help determine the safest evacuation route.

3. Once the alarm has been sounded, employees should:
   a. Stay calm
   b. Quickly gather up essential personal belongings
   c. Listen for specific instructions
   d. Follow the nearest exit route
   e. Proceed to the designated meeting area

B. Exit Routes

1. Exit signs are posted at all doors that lead to the outside as well as along exit routes at all buildings. It is essential that all doors and stairways that lead to the outside remain unobstructed to allow for smooth flow of people. All doors and stairways must remain clear from:
   a. File cabinets
   b. Bookshelves
   c. Janitorial equipment
d. Boxes and storage items
   e. Holiday decorations
   f. Other obstructions

C. Designated Meeting Area

Unless otherwise instructed at time of event, the following are the designated evacuation meeting locations:

Location Evacuate To
HART on Franklin Tampa Police Department Building
MTC  MTC HART Employee Parking Lot
Streetcar Facility  Hampton Inn on 7th Ave.
UATC  Convenience store parking lot at 131st Ave. and Livingston Ave.
21st Avenue Operations Building  Safety, Security and Training Annex
Safety, Security and Training Annex  Operations Building Conference Room
21st Avenue Annex  Operations Building Conference Room
Purchasing Annex  Operations Building Conference Room
21st Avenue Heavy Maintenance  PM Building Break Area
21st Avenue PM Building  Heavy Maintenance Break Area

11.0 REPORTING REQUIREMENTS

A. After the emergency has been stabilized, supervisors present during the incident will be responsible to:

1. Conduct an Authority investigation; document the course of action taken.
2. Take photographs of the incident scene.
3. Assure that all employees present at the event site and involved in the emergency response submit detailed written reports.
4. Assure that all essential HART personnel are contacted and advised of the event.

12.0 EMERGENCY COORDINATOR POST EMERGENCY PROCEDURES

A. Regulatory Requirements

1. The following regulatory requirements apply only to the primary emergency coordinator and are listed to provide information regarding post-emergency procedures.
2. Immediately after an emergency, the Risk and Environmental Director and the Safety and Security Analyst shall:

a. Notify all regulatory agencies such as the EPA as required.

b. Provide for treating, storing or disposing of recovered waste, contaminated soil or surface water.
c. Ensure that all emergency equipment listed in the contingency plan is cleaned and fit for its intended use before operations are resumed.

d. Notify appropriate federal, state and local authorities that the facility is prepared to resume operations.

e. Submit written reports to all regulatory agencies involved or contacted during the incident.

f. Arrange for feedback from parties involved in incident in order to prepare a documented critique.

B. The Manager of Facilities and the Safety & Security Analyst will review documented critiques. The review will be conducted so as to identify areas of improvement and modify procedures as necessary.

13.0 PUBLIC INFORMATION OFFICE

A. Following notification of incident, the Public Information Office will:

1. Obtain detailed information from the on-duty dispatcher or on-site Supervisor.

2. Alert media outlets in a timely fashion.

14.0 RECOVERY AND RESTORATION

After the emergency has been stabilized, investigations completed, damage assessment conducted and the clean-up process begun, HART will perform a Hazard Analysis of the incident. At this point, multiple HART departments, including the HART Safety Committee and possibly various outside agencies, will evaluate all aspects of the emergency to implement procedural changes, prevent recurrence and to enhance future response.

15.0 ALL OTHER HART PROPERTIES AND FACILITIES

For all other HART properties and facilities, responsible personnel are to use the procedures contained in this document as guidelines to prepare, identify, evaluate, respond, notify, evacuate and report emergencies. Personnel working at these facilities are to become familiar with the location of fire alarms, fire extinguishers and emergency evacuation routes and exits. HART employees at all facilities are to remember that the number one priority in any emergency situation is life safety and must always take the necessary steps to protect themselves, coworkers and customers.

16.0 DISTRIBUTION

A. Copies of this Plan are to be kept by the telephone at the following 21st Avenue locations:
1. Dispatch
2. Maintenance Supervisors offices
3. Administration reception
4. Manager of Facilities' office
5. Facilities personnel work area
6. Safety and Security Analyst's office
7. Manager of Operations office
8. Risk & Environmental Safety Director's office

B. Copies of this Plan are to be kept by the telephone at the following streetcar facility locations:
   1. Streetcar Maintenance Supervisor's office
   2. Streetcar Maintenance Employee work area

C. Copies of the Plan will also be provided to employees on request.

17.0 PLAN REVISION HISTORY

A. The Emergency Response Contingency Plan is a controlled document. Only the Manager of Facilities, or his or her designee, is authorized to make revisions to the Plan.

B. Revisions will be distributed to all appropriate and responsible department general managers, directors, managers and outside agencies. The Manager of Facilities, or his or her designee, is responsible for maintaining an updated distribution list and to provide distribution.

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<th>Date</th>
<th>Description of Revision</th>
<th>Page</th>
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<td>Updated cover page</td>
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<td>Added Plan Revision History</td>
<td>3, 17</td>
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<td>Added MSDS book location for streetcar facility</td>
<td>4</td>
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<td>April 20, 2007</td>
<td>Updated Key Personnel Contact list</td>
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<td>April 20, 2007</td>
<td>Modification to Location and Types of Fire Extinguishing Systems</td>
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<td>Change General Manager of Maintenance to Facilities Maintenance Manager</td>
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<td>Additional locations of where the plan is to be kept</td>
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<td>Addition of Distribution List for outside agencies</td>
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### 18.0 Distribution List – Outside Agencies

Hillsborough County Sheriff’s Operations Center  
2008 E. 8th Ave.  
Tampa, FL 33605

Hillsborough County Sheriff’s Office  
Special Operations Division  
P. O. Box 3371  
Tampa, FL 33601

Fire Marshall Office Division  
808 E. Zack St.  
Tampa, FL 33603

Tampa Police Department  
411 N. Franklin St.  
Tampa, FL 33602

Tampa General Hospital  
Attn: Director of Safety and Security  
P. O. Box 1289  
Tampa, FL 33601

St. Joseph’s Hospital  
Attn: Disaster Preparedness Coordinator  
3001 W. Martin Luther King, Jr. Blvd.  
Tampa, FL 33607
### ATTACHMENT 1 - PHYSICAL DIAGRAMS

**HART FACILITIES and EMERGENCY EQUIPMENT LOCATIONS**

<table>
<thead>
<tr>
<th>DIAGRAM</th>
<th>DEPARTMENTS</th>
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<tr>
<td>Facilities Diagram &quot;A&quot;</td>
<td>Safety, Security &amp; Training Annex</td>
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<td>Facilities Diagram &quot;B&quot;</td>
<td>Preventive Maintenance Building</td>
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<td>Facilities Diagram &quot;C&quot;</td>
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<td>Facilities Diagram &quot;D&quot;</td>
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<td>Facilities Diagram &quot;E&quot;</td>
<td>Heavy Maintenance Building – First Floor</td>
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<td>Facilities Diagram &quot;F&quot;</td>
<td>Heavy Maintenance Building – Second Floor</td>
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<tr>
<td>Facilities Diagram &quot;G&quot;</td>
<td>Marion Transit Center – First Floor</td>
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<td>Facilities Diagram &quot;H&quot;</td>
<td>Marion Transit Center – Second Floor</td>
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<td>Facilities Diagram &quot;I&quot;</td>
<td>Ybor City Streetcar Facility – First Floor</td>
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<tr>
<td>Facilities Diagram &quot;J&quot;</td>
<td>Ybor City Streetcar Facility – Second Floor</td>
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<td>Facilities Diagram &quot;K&quot;</td>
<td>Ybor City Streetcar Facility – Third Floor</td>
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<td>Facilities Diagram &quot;L&quot;</td>
<td>Purchasing Annex</td>
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<tr>
<td>Facilities Diagram &quot;M&quot;</td>
<td>Heavy Maintenance Building Hazardous and Non-Hazardous Materials Storage</td>
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</tbody>
</table>
PREVENTIVE MAINTENANCE BUILDING

Diagram B

- Fire Extinguisher
- Fire Alarm Pull
- Electrical Shut Off

Bay 1  Bay 2  Bay 3  Bay 4  Bay 5  Bay 6

Transmission Fluid Tank

Stock Room

Office

Break Room

Rest Rooms

Second Floor
Parts Room
Storage Room

Steam Bay
* NOT TO SCALE
HEAVY MAINTENANCE BUILDING – 2nd Floor

Diagram F

Manager of Passenger Amenities

Copy Room

Chief of Maintenance and Facilities

Administrative Personnel

Manager of Services

Tech Trainer

Conference Room

Equipment Room

Electrical Room

Training Room

= Fire Extinguisher
YBOR CITY STREETCAR FACILITY – Third Floor

Diagram K

Legend:
- Fire Extinguisher
- Fire Alarm Pull

- Elevator
- Stairwell
PURCHASING ANNEX

Diagram L

Office

Office

Office

Office

Office

Office

Office

Reception Area

Storage

= Fire Extinguisher
HEAVY MAINTENANCE BUILDING
HAZARDOUS AND NON-HAZARDOUS MATERIALS STORAGE

Diagram M

- Paint Storage Closet
- Chemical Storage Cabinets
- New and Used Battery Storage Area
- Satellite Used Paint Container Cabinets
- Hazardous and Non-Hazardous Accumulation Area

* NOT TO SCALE
* NOT TO SCALE
HEAVY MAINTENANCE BUILDING – 2nd Floor

Diagram F

- Manager of Passenger Amenities
- Copy Room
- Chief of Maintenance and Facilities
- Administrative Personnel
- Equipment Room
- Electrical Room
- Conference Room
- Tech Services
- Trainer
- Training Room

= Fire Extinguisher
HEAVY MAINTENANCE BUILDING
HAZARDOUS AND NON-HAZARDOUS MATERIALS STORAGE

Diagram M

N
W
E
S

Paint Storage Closet

Chemical Storage Cabinets

New and Used Battery Storage Area

Satellite Used Paint Container Cabinets

Hazardous and Non-Hazardous Accumulation Area

* NOT TO SCALE
STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

EMERGENCY RESPONSE CONTINGENCY PLAN

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ORIGINATED BY: Original signature on file in MDC
Dale Smith, Manager of Facilities

REVIEWED BY: Original signature on file in MDC
Steve Taylor, Director of Fleet Maintenance

APPROVED BY: Original signature on file in MDC
Philip R. Hale, Chief of Maintenance and Facilities

DATE:
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## ATTACHMENTS

ATTACHMENT 1 - PHYSICAL DIAGRAMS ................................. 16 – 29
1.0 PURPOSE

This Emergency Response Contingency Plan (Plan) has been prepared for the Hillsborough Transit Authority. Implementation of this plan is intended to mitigate or protect Authority personnel and the surrounding community from injury; prevent contamination of the bay and storm sewers with hazardous materials; prevent damage to the environment; or a combination of these. This plan will be implemented in the event of a spill or release of hazardous materials and waste, fire, or explosion. Additionally, the Plan will be implemented should a chemical, biological or radiological incident occur that would threaten human health or the environment. This plan is designed in accordance with all Federal and State laws with respect to emergency preparedness and prevention of emergency events.

The Plan is intended to provide guidance in the event of an emergency. It is also intended as a reference source to familiarize local emergency response agencies, fire and police departments in operations relating to hazardous materials/wastes and emergency response at HART.

The purpose of the Plan is to protect life in emergency situations resulting from the release of all types of hazardous substances. Facility hazards need to be addressed in a comprehensive and coordinated manner. Accordingly, this plan is broadly constructed to allow for facilities maintenance personnel to address a wide range of risks in a manner tailored to the specific needs of the facility. This includes both physical and chemical hazards associated with events such as chemical releases, oil spills, fires, explosions, and natural disasters.

2.0 ABBREVIATIONS / DEFINITIONS

<table>
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<th>ABBREVIATION</th>
<th>DEFINITION</th>
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<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
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<tr>
<td>MSDS</td>
<td>Material Safety Data Sheet</td>
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<tr>
<td>PM</td>
<td>Preventive Maintenance</td>
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<td>AST</td>
<td>Aboveground Storage Tank</td>
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<tr>
<td>UST</td>
<td>Underground Storage Tank</td>
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<tr>
<td>ICC</td>
<td>Interstate Commerce Commission</td>
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<td>HVIL</td>
<td>High Voltage Interlock Loop</td>
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<td>NiMH</td>
<td>Nickel-Metal Hydride Cell</td>
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<td>ESS</td>
<td>Energy Storage System</td>
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<td>Environmental Protection Agency</td>
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<td>TPD</td>
<td>Tampa Police Department</td>
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</table>
3.0 ASSESSMENTS

A. Chemical Identification

MSDS for all chemicals used by the Authority can be found in the heavy maintenance facility’s hallway near the employees’ rest rooms. Additional MSDS books are located in the Inventory Control area, Facilities Maintenance work areas, Paint and Body bays, the Preventive Maintenance building, the Communications and Electronics work area, the Marion Transit Center, the University Area Transit Center, operator’s lounge, and the Route Maintenance work area at the 21st Avenue Facility and in Route Maintenance vehicles.

The MSDS book for the streetcar facility is located on the first floor next to the stair way.

B. Chemical Information

<table>
<thead>
<tr>
<th>CHEMICAL TYPE</th>
<th>QUANTITY</th>
<th>LOCATION (see diagrams)</th>
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<tbody>
<tr>
<td>Diesel Fuel</td>
<td>4 – 20,000 gallon AST</td>
<td>West of Fuel Lane</td>
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<td>Gear Oil</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
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<td>Motor Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
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<td>Used Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
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<td>Antifreeze</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
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<td>Grease</td>
<td>55 gallon drum</td>
<td>PM Facility</td>
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<td>Transmission Fluid</td>
<td>1 – 2,000 gallon AST</td>
<td>PM Facility</td>
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<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>Heavy Maintenance Building – Bay 11</td>
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<tr>
<td>Transmission Fluid</td>
<td>1 – 500 gallon AST</td>
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<td>Motor Oil</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
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<tr>
<td>Used Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage closet</td>
<td>Heavy Maintenance Building - Inventory Control Receiving Area</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage cabinet</td>
<td>Heavy Maintenance Body Shops (2)</td>
</tr>
<tr>
<td>Vehicle Batteries</td>
<td>Battery Room</td>
<td>Heavy Maintenance Facility</td>
</tr>
</tbody>
</table>
4.0 EMERGENCY RESPONSE PROCEDURES

A. Supervisor Responsibilities

Following notification of a hazardous materials emergency, the on-duty supervisors will:

1. Request activation of internal facility alarms and communication systems as necessary.
2. Notify emergency response units, necessary HART personnel and HART Public Information Office.
3. Establish a Command Post within safe distance of the emergency site that is capable of internal and external communications; unless incapacitated, the Command Post will be the HART Dispatch Office.
4. Provide information on special hazards to all departments and personnel involved with the emergency.
5. Assess possible hazards and take reasonable measures necessary to ensure that fires, explosions and releases do not occur, recur or spread.
6. Obtain and record information on the character, exact source, amount and physical extent of any released materials and the effects of the release, fire or explosion (e.g. the effects of any toxic, irritating or asphyxiating gases that are generated, or the effects of any hazardous surface water runoff from water or chemical agents used to control fire and heat induced explosions).
7. Document all steps taken, personnel notified, and all other pertinent information; take pictures if necessary.

5.0 TYPES OF EMERGENCIES

A. Spills

1. An emergency spill occurs when one or more of the following conditions exist:
   a. The hazards of the material are not fully known and understood by the employees.
   b. The proper protective equipment is not available to the employees.
   c. The spill is not of a manageable size and type.
   d. Employees present at the time of incident have not been trained to deal with the spill.
2. Any employee seeing a hazardous waste or chemical spill at the facility will:
   a. Notify a supervisor or dispatcher to report the spill location.
b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to contain the spill, if trained to do so, using the proper personal protective gear and equipment.

d. Once the Fire Department arrives, employees will function in support mode under the direction of the Fire Department emergency response personnel.

3. Once notified of the emergency spill situation, supervisors will:

a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Ensure non-essential persons are protected and evacuated from the spill area and account for the same. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

c. Coordinate emergency response activities of HART employees until the Fire Department arrives.

d. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

e. Notify the HART Risk Department and any other pertinent managerial personnel.

4. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

B. Fires or Explosions

1. Any employee who discovers a fire will:

a. Go to the nearest fire-pull station and activate emergency response.

b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to determine if anyone is injured.

d. Notify a supervisor or dispatcher to report the fire location and, if any, the extent of injuries.

e. Attempt to contain the fire if trained to do so, using the proper personal protective gear and equipment.

f. Proceed to the designated meeting area. Do not go to personal vehicles and depart the property without being accounted for.

g. Once the Fire Department arrives, essential employees will function in support mode under the direction of the Fire Department emergency response personnel.

2. Once notified of the emergency or fire situation, supervisors will:
a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Use internal telephone paging system by depressing the Page button then the number 1 button on the telephone and make an “ALL Page” announcement to alert employees and visitors to evacuate.

c. Instruct all non-essential persons to evacuate the affected area and direct them to a designated and safe meeting location in order to be accounted for. If it is possible and safe to do so, conduct a walk through of the affected area to assure all employees and visitors are clear.

d. Coordinate emergency response activities of HART employees until the Fire Department arrives. Assure that any injured are taken care of.

e. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

f. Notify the HART Risk Department and any other pertinent managerial personnel.

g. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

6.0 GILLIG HYBRID BUS EMERGENCY RESPONSE PROCEDURES

A. Emergency Manual Shutdown for Gillig Hybrid Bus

1. Turn ignition switch to “OFF” and set parking brake (ICC).

2. Turn off battery disconnect switch which is located inside the external panel on the street-side, front of the bus.

WARNING:

The operating voltage of the hybrid drive system is 900 volts. Redundant HVIL systems protect all circuits and components, but it is still possible to receive a fatal electric shock from the hybrid system. Cutting, or even handling, orange high-voltage cables and hybrid components could result in severe injury or death! If working near high voltage cabling or components, use 1,000 VDC electrical gloves, rubber-soled shoes, and make sure you and the environment are perfectly dry.

B. Spills:

1. Flush spill with water and neutralize with vinegar or other dilute acid.

2. Do not allow electrolyte to flow into storm drains.

3. Prevent contact with any part of the body – THE ELECTROLYTE IS EXTREMELY CORROSIVE!

4. Use caution – the electrolyte reacts with many organic chemicals.
C. Fires:

1. Wear full protective clothing and a self-contained breathing apparatus on positive pressure, and extinguish fires with a Class D fire extinguisher.
2. The ESS NiMH batteries use an aqueous alkaline electrode – 30% by weight potassium hydroxide in water – and a nickel hydroxide cathode.
3. The electrolyte is a base, not an acid as in lead batteries.
4. The electrolyte will react with zinc, aluminum, tin, and other materials, releasing flammable hydrogen gas.

7.0 KEY PERSONNEL CONTACT NUMBERS

Fire Department and /Law Enforcement 911
U.S. Liquids for Chemical Spills 623-5302
EOC Central Command 624-5302 (24 hr. Hotline)
Diamond Security Service 272-6900
ADT Security Alarm Service 884-5898 Ext. 1672
Stanley Convergence Security Solutions 806-7000
HART Dispatch 1-877-476-4968

Primary Emergency Coordinator

Dale Smith, Manager of Facilities 623-5835, ext. 1231
1710 N. Alexander Rd. 879-1043 (Home)
Tampa, FL 33603 526-1302 (Work cell)

Michael Hunt, Master Facilities Technician 623-5835 (Office)
6714 S. Dauphin Dr. 374-4193 (Home)
Tampa, FL 33611 309-1604 (Cell)

Rickey Kendall, Risk & Environmental Safety Director 689-5364 (Home)
909 Cooper Ridge Pl. 309-1618 (Cell)
Valrico, FL 33594

David Kelsey, Safety & Security Analyst 681-2116 (Home)
509 Highview Terrace S. 309-1623 (Cell)
Brandon, FL 33510

Jose Reyes, Safety & Security Coordinator 443-9186 (Home)
4005 Foxtail Palm Ct. 777-8753 (Cell)
Tampa, FL 33624

Luis Rivera, Manager of Operations 404-2082 (Home)
P. O. Box 2622 309-1606 (Cell)
Lutz, FL 33548
Tampa, FL 33604
8.0 EMERGENCY RESPONSE COORDINATORS

A. In the event of any type of emergency situation involving chemical spills, fires, or explosions the Manager of Facilities and the Risk & Environmental Safety Director must be contacted immediately. The on-duty HART Dispatcher will be responsible to coordinate the emergency response with assistance from other on-site supervisors and HART emergency response personnel. In addition to contacting any necessary emergency response agencies, dispatch will also be responsible to contact all HART essential personnel.

B. After the emergency has been stabilized and the Authority is in the recovery and restoration phase, the Manager of Facilities will be responsible for coordinating the clean-up. See the Post Emergency Procedures.

9.0 EQUIPMENT

A. Location of Emergency Chemical Spill Kit

1. For off-property chemical spills that are small enough to be handled by HART employees, there is a 4 foot by 4 foot yellow storage container marked “HAZMAT Spill Kit” located in Bay #11 in the heavy maintenance building.

2. For on-property chemical spills that are small enough to be handled by HART employees, there is a 55 gallon yellow drum “HAZMAT Spill Kit” located in the center of the bays in the heavy maintenance building and preventive maintenance building.

B. Contents of Emergency Chemical Spill Kit

1. The following items are contained in the large spill kit which has the capacity of absorbing up to 80 gallons of liquid:
   a. Oil absorb
   b. Containment boom
   c. Absorbent pads
   d. 15 gallon hazardous waste steel drum
   e. 2 plastic shovels
   f. 2 push brooms
   g. 5 pairs of gloves
   h. 5 sets of eye protection
   i. 10 safety cones

2. The following items are contained in the 55 gallon drum spill kit which has the capacity of absorbing up to 45 gallons of liquid:
a. Oil absorb
b. Containment boom
c. Absorbent pads
d. Yellow 55 gallon drum
e. 1 plastic shovel
f. 1 push broom
g. 1 pair of gloves
h. 1 set of eye protection

3. Any employee who is to be involved in any emergency response clean-up must be trained to perform this function and must wear prescribed PPE.

C. Locations and Types of Fire Extinguishing and Alarm Systems

1. The administration, maintenance, PM, and Ybor City streetcar buildings have automatic fire sprinkler systems. The Operations, Maintenance and PM building fire alarms automatically contact Stanley Convergence Security Service when activated. The Ybor City streetcar facility fire alarm automatically contacts ADT Security Service. These buildings are also equipped with pull down fire alarms. The security systems on these buildings automatically contact ADT Security Service when an alarm is signaled.

2. The Safety, Security and Training, Procurement and 21 Ave. annexes and the 21st Ave Operations Building are equipped with smoke detectors and a push button alarm pad to notify ADT Security Service of fire or intrusion.

3. The Marion Transit Center facility is equipped with smoke detectors, automatic fire sprinkler and security systems, and pull down fire alarms. ADT Security Service is automatically contacted when an alarm is signaled in this building.

4. All buildings are equipped with A-B-C fire extinguishers.

10.0 EMPLOYEE PROCEDURES AND EVACUATION PLAN

A. Basic Guidelines

1. Employees must become familiar with the evacuation alarm/signal to the extent that the emergency alarm/signal is immediately recognizable. Periodic tests of the signal will be performed in order to test the signal itself and to keep all employees current on what the signal sounds like and indicates. In addition to the audible facility alarm/signal, signals could also include:

   a. Visual Signals
b. Public Address Announcements

c. Someone Yelling

2. Although the audible alarm or signal may be sounded, employees must listen for verbal instructions announced over the facilities paging system to determine if their individual areas are affected. Only a partial evacuation may be required, and knowing the location of the emergency will help determine the safest evacuation route.

3. Once the alarm has been sounded, employees should:
   a. Stay calm
   b. Quickly gather up essential personal belongings
   c. Listen for specific instructions
   d. Follow the nearest exit route
   e. Proceed to the designated meeting area

B. Exit Routes

1. Exit signs are posted at all doors that lead to the outside as well as along exit routes at all buildings. It is essential that all doors and stairways that lead to the outside remain unobstructed to allow for smooth flow of people. All doors and stairways must remain clear from:
   a. File cabinets
   b. Bookshelves
   c. Janitorial equipment
   d. Boxes and storage items
   e. Holiday decorations
   f. Other obstructions

C. Designated Meeting Area

Unless otherwise instructed at time of event, the following are the designated evacuation meeting locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Evacuate To</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART on Franklin</td>
<td>Tampa Police Department Building</td>
</tr>
<tr>
<td>MTC</td>
<td>MTC HART Employee Parking Lot</td>
</tr>
<tr>
<td>Streetcar Facility</td>
<td>Hampton Inn on 7th Ave.</td>
</tr>
</tbody>
</table>
UATC Convenience store parking lot at 131st Ave. and Livingston Ave.

21st Avenue Operations Building Safety, Security and Training Annex

Safety, Security and Training Annex Operations Building Conference Room

21st Avenue Annex Operations Building Conference Room

Purchasing Annex Operations Building Conference Room

21st Avenue Heavy Maintenance PM Building Break Area

21st Avenue PM Building Heavy Maintenance Break Area

11.0 REPORTING REQUIREMENTS

A. After the emergency has been stabilized, supervisors present during the incident will be responsible to:

1. Conduct an Authority investigation; document the course of action taken.
2. Take photographs of the incident scene.
3. Assure that all employees present at the event site and involved in the emergency response submit detailed written reports.
4. Assure that all essential HART personnel are contacted and advised of the event.

12.0 EMERGENCY COORDINATOR POST EMERGENCY PROCEDURES

A. Regulatory Requirements

1. The following regulatory requirements apply only to the primary emergency coordinator and are listed to provide information regarding post-emergency procedures.

2. Immediately after an emergency, the Risk and Environmental Director and the Safety and Security Analyst shall:

   a. Notify all regulatory agencies such as the EPA as required.
   b. Provide for treating, storing or disposing of recovered waste, contaminated soil or surface water.
   c. Ensure that all emergency equipment listed in the contingency plan is cleaned and fit for its intended use before operations are resumed.
   d. Notify appropriate federal, state and local authorities that the facility is prepared to resume operations.
e. Submit written reports to all regulatory agencies involved or contacted during the incident.

f. Arrange for feedback from parties involved in incident in order to prepare a documented critique.

B. The Manager of Facilities and the Safety & Security Analyst will review documented critiques. The review will be conducted so as to identify areas of improvement and modify procedures as necessary.

13.0 PUBLIC INFORMATION OFFICE

A. Following notification of incident, the Public Information Office will:

1. Obtain detailed information from the on-duty dispatcher or on-site Supervisor.

2. Alert media outlets in a timely fashion.

14.0 RECOVERY AND RESTORATION

After the emergency has been stabilized, investigations completed, damage assessment conducted and the clean-up process begun, HART will perform a Hazard Analysis of the incident. At this point, multiple HART departments, including the HART Safety Committee and possibly various outside agencies, will evaluate all aspects of the emergency to implement procedural changes, prevent recurrence and to enhance future response.

15.0 ALL OTHER HART PROPERTIES AND FACILITIES

For all other HART properties and facilities, responsible personnel are to use the procedures contained in this document as guidelines to prepare, identify, evaluate, respond, notify, evacuate and report emergencies. Personnel working at these facilities are to become familiar with the location of fire alarms, fire extinguishers and emergency evacuation routes and exits. HART employees at all facilities are to remember that the number one priority in any emergency situation is life safety and must always take the necessary steps to protect themselves, coworkers and customers.

16.0 DISTRIBUTION

A. Copies of this Plan are to be kept by the telephone at the following 21st Avenue locations:

1. Dispatch
2. Maintenance Supervisors offices
3. Administration reception
4. Manager of Facilities’ office
5. Facilities personnel work area
6. Safety and Security Analyst’s office
7. Manager of Operations office

B. Copies of this Plan are to be kept by the telephone at the following streetcar facility locations:

1. Risk & Environmental Safety Director’s office
2. Streetcar Maintenance Supervisor’s office
3. Streetcar Maintenance Employee work area

C. Copies of the Plan will also be provided to employees on request.

17.0 PLAN REVISION HISTORY

A. The Emergency Response Contingency Plan is a controlled document. Only the Manager of Facilities, or his or her designee, is authorized to make revisions to the Plan.

B. Revisions will be distributed to all appropriate and responsible department general managers, directors, managers and outside agencies. The Manager of Facilities, or his or her designee, is responsible for maintaining an updated distribution list and to provide distribution.

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<th>Date</th>
<th>Description of Revision</th>
<th>Page</th>
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<td>Updated cover page</td>
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<td>Added Plan Revision History</td>
<td>3, 17</td>
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<td>Added MSDS book location for streetcar facility</td>
<td>4</td>
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<td>April 20, 2007</td>
<td>Updated Key Personnel Contact list</td>
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<td>April 20, 2007</td>
<td>Modification to Location and Types of Fire Extinguishing Systems</td>
<td>12</td>
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<td>April 20, 2007</td>
<td>Change General Manager of Maintenance to Facilities Maintenance Manager</td>
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<td>Additional locations of where the plan is to be kept</td>
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<td>April 20, 2007</td>
<td>Changes to Facilities Diagrams “G” through “L”</td>
<td>16</td>
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<tr>
<td>April 20, 2007</td>
<td>Addition of building diagram for Risk/Grants/Accounting Annex</td>
<td>Attachments</td>
</tr>
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</table>
**18.0 Distribution List – Outside Agencies**

Hillsborough County Sheriff’s Operations Center  
2008 E. 8th Ave.  
Tampa, FL  33605

Hillsborough County Sheriff’s Office  
Special Operations Division  
P. O. Box 3371  
Tampa, FL  33601

Fire Marshall Office Division  
808 E. Zack St.  
Tampa, FL  33603

Tampa Police Department  
411 N. Franklin St.  
Tampa, FL  33602

Tampa General Hospital  
Attn: Director of Safety and Security  
P. O. Box 1289  
Tampa, FL  33601

St. Joseph’s Hospital  
Attn: Disaster Preparedness Coordinator  
3001 W. Martin Luther King, Jr. Blvd.  
Tampa, FL  33607
ATTACHMENT 1 - PHYSICAL DIAGRAMS

HART FACILITIES and EMERGENCY EQUIPMENT LOCATIONS

<table>
<thead>
<tr>
<th>DIAGRAM</th>
<th>DEPARTMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>“A”</td>
<td>Safety, Security &amp; Training Annex</td>
</tr>
<tr>
<td>“B”</td>
<td>Preventive Maintenance Building</td>
</tr>
<tr>
<td>“C”</td>
<td>21&lt;sup&gt;st&lt;/sup&gt; Ave. Annex</td>
</tr>
<tr>
<td>“D”</td>
<td>Operations Building</td>
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<tr>
<td>“E”</td>
<td>Heavy Maintenance Building – First Floor</td>
</tr>
<tr>
<td>“F”</td>
<td>Heavy Maintenance Building – Second Floor</td>
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<tr>
<td>“G”</td>
<td>Marion Transit Center – First Floor</td>
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<td>“H”</td>
<td>Marion Transit Center – Second Floor</td>
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<tr>
<td>“I”</td>
<td>Ybor City Streetcar Facility – First Floor</td>
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<td>“L”</td>
<td>Purchasing Annex</td>
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<td>“M”</td>
<td>Heavy Maintenance Building Hazardous and Non-Hazardous Materials Storage</td>
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</tbody>
</table>
ATTACHMENT 1 – PHYSICAL DIAGRAMS
Diagram C

21st AVE. ANNEX

Office
Office
Large Conference Room

IS Closet
Office Machines

Small Conference Area

Kitchenette

Restroom
Restroom
Restroom

Office
Office
Office

Office

= Fire Extinguisher
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

EMERGENCY RESPONSE CONTINGENCY PLAN

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ORIGINATED BY: Dale Smith, Manager of Facilities

REVIEWED BY: Steve Taylor, Director of Fleet Maintenance

APPROVED BY: Philip R. Hale, Chief of Maintenance and Facilities

DATE: 4/18/11
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

EMERGENCY RESPONSE CONTINGENCY PLAN

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ORIGINATED BY: Dale Smith, Manager of Facilities

REVIEWED BY: Steve Taylor, Director of Fleet Maintenance

APPROVED BY: Philip R. Hale, Chief of Maintenance and Facilities
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<td>DISTRIBUTION LIST – OUTSIDE AGENCIES</td>
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## ATTACHMENTS

ATTACHMENT 1 - PHYSICAL DIAGRAMS ........................................ 16 – 29
1.0 PURPOSE

This Emergency Response Contingency Plan (Plan) has been prepared for the Hillsborough Transit Authority. Implementation of this plan is intended to mitigate or protect Authority personnel and the surrounding community from injury; prevent contamination of the bay and storm sewers with hazardous materials; prevent damage to the environment; or a combination of these. This plan will be implemented in the event of a spill or release of hazardous materials and waste, fire, or explosion. Additionally, the Plan will be implemented should a chemical, biological or radiological incident occur that would threaten human health or the environment. This plan is designed in accordance with all Federal and State laws with respect to emergency preparedness and prevention of emergency events.

The Plan is intended to provide guidance in the event of an emergency. It is also intended as a reference source to familiarize local emergency response agencies, fire and police departments in operations relating to hazardous materials/wastes and emergency response at HART.

The purpose of the Plan is to protect life in emergency situations resulting from the release of all types of hazardous substances. Facility hazards need to be addressed in a comprehensive and coordinated manner. Accordingly, this plan is broadly constructed to allow for facilities maintenance personnel to address a wide range of risks in a manner tailored to the specific needs of the facility. This includes both physical and chemical hazards associated with events such as chemical releases, oil spills, fires, explosions, and natural disasters.

2.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
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<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
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<tr>
<td>MSDS</td>
<td>Material Safety Data Sheet</td>
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<td>PM</td>
<td>Preventive Maintenance</td>
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<tr>
<td>AST</td>
<td>Aboveground Storage Tank</td>
</tr>
<tr>
<td>UST</td>
<td>Underground Storage Tank</td>
</tr>
<tr>
<td>ICC</td>
<td>Interstate Commerce Commission</td>
</tr>
<tr>
<td>HVIL</td>
<td>High Voltage Interlock Loop</td>
</tr>
<tr>
<td>NIMH</td>
<td>Nickel-Metal Hydride Cell</td>
</tr>
<tr>
<td>ESS</td>
<td>Energy Storage System</td>
</tr>
<tr>
<td>VDC</td>
<td>Volts of Direct Current</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Material</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protection Equipment</td>
</tr>
<tr>
<td>EPA</td>
<td>Environmental Protection Agency</td>
</tr>
<tr>
<td>TPD</td>
<td>Tampa Police Department</td>
</tr>
</tbody>
</table>
3.0 ASSESSMENTS

A. Chemical Identification

MSDS for all chemicals used by the Authority can be found in the heavy maintenance facility’s hallway near the employees’ rest rooms. Additional MSDS books are located in the Inventory Control area, Facilities Maintenance work areas, Paint and Body bays, the Preventive Maintenance building, the Communications and Electronics work area, the Marion Transit Center, the University Area Transit Center, operator’s lounge, and the Route Maintenance work area at the 21st Avenue Facility and in Route Maintenance vehicles.

The MSDS book for the streetcar facility is located on the first floor next to the stairway.

B. Chemical Information

<table>
<thead>
<tr>
<th>CHEMICAL TYPE</th>
<th>QUANTITY</th>
<th>LOCATION (see diagrams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel Fuel</td>
<td>4 – 20,000 gallon AST</td>
<td>West of Fuel Lane</td>
</tr>
<tr>
<td>Gear Oil</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 – 2,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Used Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage closet</td>
<td>Heavy Maintenance Building - Inventory Control Receiving Area</td>
</tr>
<tr>
<td>Miscellaneous Flammable Paint Products</td>
<td>Storage cabinet</td>
<td>Heavy Maintenance Body Shops (2)</td>
</tr>
<tr>
<td>Vehicle Batteries</td>
<td>Battery Room</td>
<td>Heavy Maintenance Facility</td>
</tr>
</tbody>
</table>
4.0 EMERGENCY RESPONSE PROCEDURES

A. Supervisor Responsibilities

Following notification of a hazardous materials emergency, the on-duty supervisors will:

1. Request activation of internal facility alarms and communication systems as necessary.

2. Notify emergency response units, necessary HART personnel and HART Public Information Office.

3. Establish a Command Post within safe distance of the emergency site that is capable of internal and external communications; unless incapacitated, the Command Post will be the HART Dispatch Office.

4. Provide information on special hazards to all departments and personnel involved with the emergency.

5. Assess possible hazards and take reasonable measures necessary to ensure that fires, explosions and releases do not occur, recur or spread.

6. Obtain and record information on the character, exact source, amount and physical extent of any released materials and the effects of the release, fire or explosion (e.g. the effects of any toxic, irritating or asphyxiating gases that are generated, or the effects of any hazardous surface water runoff from water or chemical agents used to control fire and heat induced explosions).

7. Document all steps taken, personnel notified, and all other pertinent information; take pictures if necessary.

5.0 TYPES OF EMERGENCIES

A. Spills

1. An emergency spill occurs when one or more of the following conditions exist:
   a. The hazards of the material are not fully known and understood by the employees.
   b. The proper protective equipment is not available to the employees.
   c. The spill is not of a manageable size and type.
   d. Employees present at the time of incident have not been trained to deal with the spill.

2. Any employee seeing a hazardous waste or chemical spill at the facility will:
   a. Notify a supervisor or dispatcher to report the spill location.
b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to contain the spill, if trained to do so, using the proper personal protective gear and equipment.

d. Once the Fire Department arrives, employees will function in support mode under the direction of the Fire Department emergency response personnel.

3. Once notified of the emergency spill situation, supervisors will:

   a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

   b. Ensure non-essential persons are protected and evacuated from the spill area and account for the same. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

   c. Coordinate emergency response activities of HART employees until the Fire Department arrives.

   d. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

   e. Notify the HART Risk Department and any other pertinent managerial personnel.

4. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

B. Fires or Explosions

1. Any employee who discovers a fire will:

   a. Go to the nearest fire-pull station and activate emergency response.

   b. If it is possible and safe to do so, shutdown any nearby equipment.

   c. Attempt to determine if anyone is injured.

   d. Notify a supervisor or dispatcher to report the fire location and, if any, the extent of injuries.

   e. Attempt to contain the fire if trained to do so, using the proper personal protective gear and equipment.

   f. Proceed to the designated meeting area. Do not go to personal vehicles and depart the property without being accounted for.

   g. Once the Fire Department arrives, essential employees will function in support mode under the direction of the Fire Department emergency response personnel.

2. Once notified of the emergency or fire situation, supervisors will:
a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Use internal telephone paging system by depressing the Page button then the number 1 button on the telephone and make an “ALL Page” announcement to alert employees and visitors to evacuate.

c. Instruct all non-essential persons to evacuate the effected area and direct them to a designated and safe meeting location in order to be accounted for. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

d. Coordinate emergency response activities of HART employees until the Fire Department arrives. Assure that any injured are taken care of.

e. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

f. Notify the HART Risk Department and any other pertinent managerial personnel.

g. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

6.0 GILLIG HYBRID BUS EMERGENCY RESPONSE PROCEDURES

A. Emergency Manual Shutdown for Gillig Hybrid Bus

   1. Turn ignition switch to “OFF” and set parking brake (ICC).

   2. Turn off battery disconnect switch which is located inside the external panel on the street-side, front of the bus.

   WARNING:

The operating voltage of the hybrid drive system is 900 volts. Redundant HVIL systems protect all circuits and components, but it is still possible to receive a fatal electric shock from the hybrid system. Cutting, or even handling, orange high-voltage cables and hybrid components could result in severe injury or death! If working near high voltage cabling or components, use 1,000 VDC electrical gloves, rubber-soled shoes, and make sure you and the environment are perfectly dry.

B. Spills:

   1. Flush spill with water and neutralize with vinegar or other dilute acid.

   2. Do not allow electrolyte to flow into storm drains.

   3. Prevent contact with any part of the body – THE ELECTROLYTE IS EXTREMELY CORROSIVE!

   4. Use caution – the electrolyte reacts with many organic chemicals.
C. Fires:

1. Wear full protective clothing and a self-contained breathing apparatus on positive pressure, and extinguish fires with a Class D fire extinguisher.
2. The ESS NiMH batteries use an aqueous alkaline electrode – 30% by weight potassium hydroxide in water – and a nickel hydroxide cathode.
3. The electrolyte is a base, not an acid as in lead batteries.
4. The electrolyte will react with zinc, aluminum, tin, and other materials, releasing flammable hydrogen gas.

7.0 KEY PERSONNEL CONTACT NUMBERS

Fire Department and Law Enforcement
U.S. Liquids for Chemical Spills
EOC Central Command
Diamond Security Service
ADT Security Alarm Service
Stanley Convergence Security Solutions
HART Dispatch

911
623-5302
624-5302 (24 hr. Hotline)
272-6900
884-5898 Ext. 1672
806-7000
1-877-476-4968
626-3548 (Hotline)
623-5835, ext. 1019, 1017, or 1016

Primary Emergency Coordinator

Dale Smith, Manager of Facilities
1710 N. Alexander Rd.
Tampa, FL 33603
623-5835, ext. 1231
879-1043 (Home)
526-1302 (Work cell)

Michael Hunt, Master Facilities Technician
6714 S. Dauphin Dr.
Tampa, FL 33611
623-5835 (Office)
374-4193 (Home)
309-1604 (Cell)

Rickey Kendall, Risk & Environmental Safety Director
909 Cooper Ridge Pl.
Valrico, FL 33594
689-5364 (Home)
309-1618 (Cell)

David Kelsey, Safety & Security Analyst
509 Highview Terrace S.
Brandon, FL 33510
681-2116 (Home)
309-1623 (Cell)

Jose Reyes, Safety & Security Coordinator
4005 Foxtail Palm Ct.
Tampa, FL 33624
443-9186 (Home)
777-8753 (Cell)

Luis Rivera, Manager of Operations
P. O. Box 2622
Lutz, FL 33548
404-2082 (Home)
309-1606 (Cell)

Tampa, FL 33604
8.0 EMERGENCY RESPONSE COORDINATORS

A. In the event of any type of emergency situation involving chemical spills, fires, or explosions the Manager of Facilities and the Risk & Environmental Safety Director must be contacted immediately. The on-duty HART Dispatcher will be responsible to coordinate the emergency response with assistance from other on-site supervisors and HART emergency response personnel. In addition to contacting any necessary emergency response agencies, dispatch will also be responsible to contact all HART essential personnel.

B. After the emergency has been stabilized and the Authority is in the recovery and restoration phase, the Manager of Facilities will be responsible for coordinating the clean-up. See the Post Emergency Procedures.

9.0 EQUIPMENT

A. Location of Emergency Chemical Spill Kit

1. For off-property chemical spills that are small enough to be handled by HART employees, there is a 4 foot by 4 foot yellow storage container marked "HAZMAT Spill Kit" located in Bay #11 in the heavy maintenance building.

2. For on-property chemical spills that are small enough to be handled by HART employees, there is a 55 gallon yellow drum "HAZMAT Spill Kit" located in the center of the bays in the heavy maintenance building.

B. Contents of Emergency Chemical Spill Kit

1. The following items are contained in the large spill kit which has the capacity of absorbing up to 80 gallons of liquid:
   a. Oil absorb
   b. Containment boom
   c. Absorbent pads
   d. 15 gallon hazardous waste steel drum
   e. 2 plastic shovels
   f. 2 push brooms
   g. 5 pairs of gloves
   h. 5 sets of eye protection
   i. 10 safety cones

2. The following items are contained in the 55 gallon drum spill kit which has the capacity of absorbing up to 45 gallons of liquid:
a. Oil absorb
b. Containment boom
c. Absorbent pads
d. Yellow 55 gallon drum
e. 1 plastic shovel
f. 1 push broom
g. 1 pair of gloves
h. 1 set of eye protection

3. Any employee who is to be involved in any emergency response clean-up must be trained to perform this function and must wear prescribed PPE.

C. Locations and Types of Fire Extinguishing and Alarm Systems

1. The administration, maintenance, PM, and Ybor City streetcar buildings have automatic fire sprinkler systems. The Operations, Maintenance and PM building fire alarms automatically contact Stanley Convergence Security Service when activated. The Ybor City streetcar facility fire alarm automatically contacts ADT Security Service. These buildings are also equipped with pull down fire alarms. The security systems on these buildings automatically contact ADT Security Service when an alarm is signaled.

2. The Safety, Security and Training, Procurement and 21 Ave. annexes and the 21st Ave Operations Building are equipped with smoke detectors and a push button alarm pad to notify ADT Security Service of fire or intrusion.

3. The Marion Transit Center facility is equipped with smoke detectors, automatic fire sprinkler and security systems, and pull down fire alarms. ADT Security Service is automatically contacted when an alarm is signaled in this building.

4. All buildings are equipped with A-B-C fire extinguishers.

10.0 EMPLOYEE PROCEDURES AND EVACUATION PLAN

A. Basic Guidelines

1. Employees must become familiar with the evacuation alarm/signal to the extent that the emergency alarm/signal is immediately recognizable. Periodic tests of the signal will be performed in order to test the signal itself and to keep all employees current on what the signal sounds like and indicates. In addition to the audible facility alarm/signal, signals could also include:
   a. Visual Signals
b. Public Address Announcements

c. Someone Yelling

2. Although the audible alarm or signal may be sounded, employees must listen for verbal instructions announced over the facilities paging system to determine if their individual areas are affected. Only a partial evacuation may be required, and knowing the location of the emergency will help determine the safest evacuation route.

3. Once the alarm has been sounded, employees should:

   a. Stay calm
   b. Quickly gather up essential personal belongings
   c. Listen for specific instructions
   d. Follow the nearest exit route
   e. Proceed to the designated meeting area

B. Exit Routes

1. Exit signs are posted at all doors that lead to the outside as well as along exit routes at all buildings. It is essential that all doors and stairways that lead to the outside remain unobstructed to allow for smooth flow of people. All doors and stairways must remain clear from:

   a. File cabinets
   b. Bookshelves
   c. Janitorial equipment
   d. Boxes and storage items
   e. Holiday decorations
   f. Other obstructions

C. Designated Meeting Area

Unless otherwise instructed at time of event, the following are the designated evacuation meeting locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Evacuate To</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART on Franklin</td>
<td>Tampa Police Department Building</td>
</tr>
<tr>
<td>MTC</td>
<td>MTC HART Employee Parking Lot</td>
</tr>
<tr>
<td>Streetcar Facility</td>
<td>Hampton Inn on 7th Ave.</td>
</tr>
</tbody>
</table>
11.0 REPORTING REQUIREMENTS

A. After the emergency has been stabilized, supervisors present during the incident will be responsible to:

1. Conduct an Authority investigation; document the course of action taken.
2. Take photographs of the incident scene.
3. Assure that all employees present at the event site and involved in the emergency response submit detailed written reports.
4. Assure that all essential HART personnel are contacted and advised of the event.

12.0 EMERGENCY COORDINATOR POST EMERGENCY PROCEDURES

A. Regulatory Requirements

1. The following regulatory requirements apply only to the primary emergency coordinator and are listed to provide information regarding post-emergency procedures.
2. Immediately after an emergency, the Risk and Environmental Director and the Safety and Security Analyst shall:

   a. Notify all regulatory agencies such as the EPA as required.
   b. Provide for treating, storing or disposing of recovered waste, contaminated soil or surface water.
   c. Ensure that all emergency equipment listed in the contingency plan is cleaned and fit for its intended use before operations are resumed.
   d. Notify appropriate federal, state and local authorities that the facility is prepared to resume operations.
e. Submit written reports to all regulatory agencies involved or contacted during the incident.

f. Arrange for feedback from parties involved in incident in order to prepare a documented critique.

B. The Manager of Facilities and the Safety & Security Analyst will review documented critiques. The review will be conducted so as to identify areas of improvement and modify procedures as necessary.

13.0 PUBLIC INFORMATION OFFICE

A. Following notification of incident, the Public Information Office will:

1. Obtain detailed information from the on-duty dispatcher or on-site Supervisor.

2. Alert media outlets in a timely fashion.

14.0 RECOVERY AND RESTORATION

After the emergency has been stabilized, investigations completed, damage assessment conducted and the clean-up process begun, HART will perform a Hazard Analysis of the incident. At this point, multiple HART departments, including the HART Safety Committee and possibly various outside agencies, will evaluate all aspects of the emergency to implement procedural changes, prevent recurrence and to enhance future response.

15.0 ALL OTHER HART PROPERTIES AND FACILITIES

For all other HART properties and facilities, responsible personnel are to use the procedures contained in this document as guidelines to prepare, identify, evaluate, respond, notify, evacuate and report emergencies. Personnel working at these facilities are to become familiar with the location of fire alarms, fire extinguishers and emergency evacuation routes and exits. HART employees at all facilities are to remember that the number one priority in any emergency situation is life safety and must always take the necessary steps to protect themselves, coworkers and customers.

16.0 DISTRIBUTION

A. Copies of this Plan are to be kept by the telephone at the following 21st Avenue locations:

1. Dispatch
2. Maintenance Supervisors offices
3. Administration reception
4. Manager of Facilities’ office
5. Facilities personnel work area
6. Safety and Security Analyst's office
7. Manager of Operations office

B. Copies of this Plan are to be kept by the telephone at the following streetcar facility locations:

1. Risk & Environmental Safety Director's office
2. Streetcar Maintenance Supervisor's office
3. Streetcar Maintenance Employee work area

C. Copies of the Plan will also be provided to employees on request.

17.0 PLAN REVISION HISTORY

A. The Emergency Response Contingency Plan is a controlled document. Only the Manager of Facilities, or his or her designee, is authorized to make revisions to the Plan.

B. Revisions will be distributed to all appropriate and responsible department general managers, directors, managers and outside agencies. The Manager of Facilities, or his or her designee, is responsible for maintaining an updated distribution list and to provide distribution.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Revision</th>
<th>Page</th>
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<tbody>
<tr>
<td>April 20, 2007</td>
<td>Updated cover page</td>
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<td>Added Plan Revision History</td>
<td>3, 17</td>
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<td>Added MSDS book location for streetcar facility</td>
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<td>Updated Key Personnel Contact list</td>
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<td>Modification to Location and Types of Fire Extinguishing Systems</td>
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<td>April 20, 2007</td>
<td>Change General Manager of Maintenance to Facilities Maintenance Manager</td>
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<td>Addition of building diagram for Risk/Grants/Accounting Annex</td>
<td>Attachments</td>
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<tr>
<td>April 20, 2007</td>
<td>Addition of Distribution List for outside agencies</td>
<td>18</td>
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<td>Modifications to various title and name changes for personnel and facility names</td>
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<td>April 15, 2010</td>
<td>Modifications to various title and name changes for personnel and facility names</td>
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<td>April 15, 2010</td>
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<tr>
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<td>April 15, 2011</td>
<td>Modifications to various title and name changes for personnel and facility names</td>
<td>Throughout</td>
</tr>
</tbody>
</table>

18.0 Distribution List – Outside Agencies

Hillsborough County Sheriff's Operations Center
2008 E. 8th Ave.
Tampa, FL 33605

Hillsborough County Sheriff's Office
Special Operations Division
P. O. Box 3371
Tampa, FL 33601

Fire Marshall Office Division
808 E. Zack St.
Tampa, FL 33603

Tampa Police Department
411 N. Franklin St.
Tampa, FL 33602

Tampa General Hospital
Attn: Director of Safety and Security
P. O. Box 1289
Tampa, FL 33601

St. Joseph's Hospital
Attn: Disaster Preparedness Coordinator
3001 W. Martin Luther King, Jr. Blvd.
Tampa, FL 33607
ATTACHMENT 1 - PHYSICAL DIAGRAMS

HART FACILITIES and EMERGENCY EQUIPMENT LOCATIONS

<table>
<thead>
<tr>
<th>DIAGRAM</th>
<th>DEPARTMENTS</th>
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</thead>
<tbody>
<tr>
<td>Facilities Diagram &quot;A&quot;</td>
<td>Safety, Security &amp; Training Annex</td>
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<td>Facilities Diagram &quot;B&quot;</td>
<td>Preventive Maintenance Building</td>
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<tr>
<td>Facilities Diagram &quot;C&quot;</td>
<td>21st Ave. Annex</td>
</tr>
<tr>
<td>Facilities Diagram &quot;D&quot;</td>
<td>Operations Building</td>
</tr>
<tr>
<td>Facilities Diagram &quot;E&quot;</td>
<td>Heavy Maintenance Building – First Floor</td>
</tr>
<tr>
<td>Facilities Diagram &quot;F&quot;</td>
<td>Heavy Maintenance Building – Second Floor</td>
</tr>
<tr>
<td>Facilities Diagram &quot;G&quot;</td>
<td>Marion Transit Center – First Floor</td>
</tr>
<tr>
<td>Facilities Diagram &quot;H&quot;</td>
<td>Marion Transit Center – Second Floor</td>
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<tr>
<td>Facilities Diagram &quot;I&quot;</td>
<td>Ybor City Streetcar Facility – First Floor</td>
</tr>
<tr>
<td>Facilities Diagram &quot;J&quot;</td>
<td>Ybor City Streetcar Facility – Second Floor</td>
</tr>
<tr>
<td>Facilities Diagram &quot;K&quot;</td>
<td>Ybor City Streetcar Facility – Third Floor</td>
</tr>
<tr>
<td>Facilities Diagram &quot;L&quot;</td>
<td>Purchasing Annex</td>
</tr>
<tr>
<td>Facilities Diagram &quot;M&quot;</td>
<td>Heavy Maintenance Building Hazardous and Non-Hazardous Materials Storage</td>
</tr>
</tbody>
</table>
MARION TRANSIT CENTER - First Floor

Diagram G

- Fire Extinguisher
- Fire Alarm Pull
- AED

Floor Plan with symbols for exits, restrooms, and other facilities.

Main Lobby

Vendor

Lobby

Elevator

Business Area

Junctional

Customer Service

Restrooms

Restrooms

Office

Office

Office
YBOR CITY STREETCAR FACILITY – First Floor

Diagram I

= Fire Extinguisher

= Fire Alarm Pull

---

Main Electrical

Storage

Pump Room

Elevator

Ladies Room

Men's Room

Storage

Money Room

Entry

Supplies

Supplies
IBOR CITY STREETCAR FACILITY – Third Floor

Diagram K

[Diagram showing floor layout with labels for fire extinguisher, fire alarm pull, elevator, and stairwell]
STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

EMERGENCY RESPONSE
CONTINGENCY PLAN

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<td>DL</td>
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<td>2</td>
<td>10/26/10</td>
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<td>4/15/2011</td>
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ORIGINATED BY:  _Original signature on file in MDC_____________
Dale Smith, Manager of Facilities

DATE:

REVIEWED BY:    _Original signature on file in MDC_____________
Steve Taylor, Director of Fleet Maintenance

DATE:

APPROVED BY:    _Original signature on file in MDC_____________
Philip R. Hale, Chief of Maintenance and Facilities

DATE:
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1.0 PURPOSE

This Emergency Response Contingency Plan (Plan) has been prepared for the Hillsborough Transit Authority. Implementation of this plan is intended to mitigate or protect Authority personnel and the surrounding community from injury; prevent contamination of the bay and storm sewers with hazardous materials; prevent damage to the environment; or a combination of these. This plan will be implemented in the event of a spill or release of hazardous materials and waste, fire, or explosion. Additionally, the Plan will be implemented should a chemical, biological or radiological incident occur that would threaten human health or the environment. This plan is designed in accordance with all Federal and State laws with respect to emergency preparedness and prevention of emergency events.

The Plan is intended to provide guidance in the event of an emergency. It is also intended as a reference source to familiarize local emergency response agencies, fire and police departments in operations relating to hazardous materials/wastes and emergency response at HART.

The purpose of the Plan is to protect life in emergency situations resulting from the release of all types of hazardous substances. Facility hazards need to be addressed in a comprehensive and coordinated manner. Accordingly, this plan is broadly constructed to allow for facilities maintenance personnel to address a wide range of risks in a manner tailored to the specific needs of the facility. This includes both physical and chemical hazards associated with events such as chemical releases, oil spills, fires, explosions, and natural disasters.

2.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>MSDS</td>
<td>Material Safety Data Sheet</td>
</tr>
<tr>
<td>PM</td>
<td>Preventive Maintenance</td>
</tr>
<tr>
<td>AST</td>
<td>Aboveground Storage Tank</td>
</tr>
<tr>
<td>UST</td>
<td>Underground Storage Tank</td>
</tr>
<tr>
<td>ICC</td>
<td>Interstate Commerce Commission</td>
</tr>
<tr>
<td>HVIL</td>
<td>High Voltage Interlock Loop</td>
</tr>
<tr>
<td>NIIMH</td>
<td>Nickel-Metal Hydride Cell</td>
</tr>
<tr>
<td>ESS</td>
<td>Energy Storage System</td>
</tr>
<tr>
<td>VDC</td>
<td>Volts of Direct Current</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Material</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protection Equipment</td>
</tr>
<tr>
<td>EPA</td>
<td>Environmental Protection Agency</td>
</tr>
<tr>
<td>TPD</td>
<td>Tampa Police Department</td>
</tr>
</tbody>
</table>
3.0 ASSESSMENTS

A. Chemical Identification

MSDS for all chemicals used by the Authority can be found in the heavy maintenance facility’s hallway near the employees’ rest rooms. Additional MSDS books are located in the Inventory Control area, Facilities Maintenance work areas, Paint and Body bays, the Preventive Maintenance building, the Communications and Electronics work area, the Marion Transit Center, the University Area Transit Center, operator’s lounge, and the Route Maintenance work area at the 21st Avenue Facility and in Route Maintenance vehicles.

The MSDS book for the streetcar facility is located on the first floor next to the stair way.

B. Chemical Information

<table>
<thead>
<tr>
<th>CHEMICAL TYPE</th>
<th>QUANTITY</th>
<th>LOCATION (see diagrams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel Fuel</td>
<td>4 – 20,000 gallon AST</td>
<td>West of Fuel Lane</td>
</tr>
<tr>
<td>Gear Oil</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Used Oil</td>
<td>1 – 1,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 250 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 – 2,000 gallon AST</td>
<td>PM Facility</td>
</tr>
<tr>
<td>Grease</td>
<td>55 gallon drum</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Transmission Fluid</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Motor Oil</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
</tr>
<tr>
<td>Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
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<tr>
<td>Used Antifreeze</td>
<td>1 – 500 gallon AST</td>
<td>Heavy Maintenance Building – Bay 11</td>
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<tr>
<td>Used Oil</td>
<td>1 – 500 gallon AST</td>
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<tr>
<td>Miscellaneous</td>
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<td></td>
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<tr>
<td>Flammable Paint Products</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage closet</td>
<td></td>
<td>Heavy Maintenance Building - Inventory Control Receiving Area</td>
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<tr>
<td>Miscellaneous</td>
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<td></td>
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<tr>
<td>Flammable Paint Products</td>
<td></td>
<td>Heavy Maintenance Body Shops (2)</td>
</tr>
<tr>
<td>Vehicle Batteries</td>
<td></td>
<td>Heavy Maintenance Facility</td>
</tr>
</tbody>
</table>
4.0 EMERGENCY RESPONSE PROCEDURES

A. Supervisor Responsibilities

Following notification of a hazardous materials emergency, the on-duty supervisors will:

1. Request activation of internal facility alarms and communication systems as necessary.
2. Notify emergency response units, necessary HART personnel and HART Public Information Office.
3. Establish a Command Post within safe distance of the emergency site that is capable of internal and external communications; unless incapacitated, the Command Post will be the HART Dispatch Office.
4. Provide information on special hazards to all departments and personnel involved with the emergency.
5. Assess possible hazards and take reasonable measures necessary to ensure that fires, explosions and releases do not occur, recur or spread.
6. Obtain and record information on the character, exact source, amount and physical extent of any released materials and the effects of the release, fire or explosion (e.g. the effects of any toxic, irritating or asphyxiating gases that are generated, or the effects of any hazardous surface water runoff from water or chemical agents used to control fire and heat induced explosions).
7. Document all steps taken, personnel notified, and all other pertinent information; take pictures if necessary.

5.0 TYPES OF EMERGENCIES

A. Spills

1. An emergency spill occurs when one or more of the following conditions exist:
   a. The hazards of the material are not fully known and understood by the employees.
   b. The proper protective equipment is not available to the employees.
   c. The spill is not of a manageable size and type.
   d. Employees present at the time of incident have not been trained to deal with the spill.

2. Any employee seeing a hazardous waste or chemical spill at the facility will:
   a. Notify a supervisor or dispatcher to report the spill location.
b. If it is possible and safe to do so, shutdown any nearby equipment.

c. Attempt to contain the spill, if trained to do so, using the proper personal protective gear and equipment.

d. Once the Fire Department arrives, employees will function in support mode under the direction of the Fire Department emergency response personnel.

3. Once notified of the emergency spill situation, supervisors will:

a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Ensure non-essential persons are protected and evacuated from the spill area and account for the same. If it is possible and /safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

c. Coordinate emergency response activities of HART employees until the Fire Department arrives.

d. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

e. Notify the HART Risk Department and any other pertinent managerial personnel.

4. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

B. Fires or Explosions

1. Any employee who discovers a fire will:

a. Go to the nearest fire-pull station and activate emergency response.

b. If it is possible and safe to do so, shutdown any nearby equipment.

b. Attempt to determine if anyone is injured.

d. Notify a supervisor or dispatcher to report the fire location and, if any, the extent of injuries.

e. Attempt to contain the fire if trained to do so, using the proper personal protective gear and equipment.

f. Proceed to the designated meeting area. Do not go to personal vehicles and depart the property without being accounted for.

g. Once the Fire Department arrives, essential employees will function in support mode under the direction of the Fire Department emergency response personnel.

2. Once notified of the emergency or fire situation, supervisors will:
a. Evaluate the level of threat or hazard. Determine whether HART personnel will handle the emergency response or 911 will be called.

b. Use internal telephone paging system by depressing the Page button then the number 1 button on the telephone and make an “ALL Page” announcement to alert employees and visitors to evacuate.

c. Instruct all non-essential persons to evacuate the effected area and direct them to a designated and safe meeting location in order to be accounted for. If it is possible and safe to do so, conduct a walk through of the effected area to assure all employees and visitors are clear.

d. Coordinate emergency response activities of HART employees until the Fire Department arrives. Assure that any injured are taken care of.

e. Assist the Fire Department under the direction of the Fire Department emergency response personnel.

f. Notify the HART Risk Department and any other pertinent managerial personnel.

g. Once successfully contained, coordinate clean up and other pertinent follow-up procedures.

6.0 GILLIG HYBRID BUS EMERGENCY RESPONSE PROCEDURES

A. Emergency Manual Shutdown for Gillig Hybrid Bus

1. Turn ignition switch to “OFF” and set parking brake (ICC).

2. Turn off battery disconnect switch which is located inside the external panel on the street-side, front of the bus.

WARNING:

The operating voltage of the hybrid drive system is 900 volts. Redundant HVIL systems protect all circuits and components, but it is still possible to receive a fatal electric shock from the hybrid system. Cutting, or even handling, orange high-voltage cables and hybrid components could result in severe injury or death! If working near high voltage cabling or components, use 1,000 VDC electrical gloves, rubber-soled shoes, and make sure you and the environment are perfectly dry.

B. Spills:

1. Flush spill with water and neutralize with vinegar or other dilute acid.

2. Do not allow electrolyte to flow into storm drains.

3. Prevent contact with any part of the body – THE ELECTROLYTE IS EXTREMELY CORROSIVE!

4. Use caution – the electrolyte reacts with many organic chemicals.
C. Fires:

1. Wear full protective clothing and a self-contained breathing apparatus on positive pressure, and extinguish fires with a Class D fire extinguisher.

2. The ESS NiMH batteries use an aqueous alkaline electrode – 30% by weight potassium hydroxide in water – and a nickel hydroxide cathode.

3. The electrolyte is a base, not an acid as in lead batteries.

4. The electrolyte will react with zinc, aluminum, tin, and other materials, releasing flammable hydrogen gas.

7.0 KEY PERSONNEL CONTACT NUMBERS

Fire Department and /Law Enforcement  911
U.S. Liquids for Chemical Spills  623-5302
EOC Central Command  272-6900
Diamond Security Service  884-5898 Ext. 1672
ADT Security Alarm Service  806-7000
Stanley Convergence Security Solutions  1-877-476-4968
HART Dispatch  626-3548 (Hotline)
623-5835, ext. 1019, 1017, or 1016

Primary Emergency Coordinator
Dale Smith, Manager of Facilities  623-5835, ext. 1231
1710 N. Alexander Rd.  879-1043 (Home)
Tampa, FL  33603  526-1302 (Work cell)
Michael Hunt, Master Facilities Technician  623-5835 (Office)
6714 S. Dauphin Dr.  374-4193 (Home)
Tampa, FL  33611  309-1604 (Cell)
Rickey Kendall, Risk & Environmental Safety Director  689-5364 (Home)
909 Cooper Ridge Pl.
Valrico, FL  33594
David Kelsey, Safety & Security Analyst  681-2116 (Home)
509 Highview Terrace S.
Brandon, FL 33510
8.0 EMERGENCY RESPONSE COORDINATORS

A. In the event of any type of emergency situation involving chemical spills, fires, or explosions the Manager of Facilities and the Risk & Environmental Safety Director must be contacted immediately. The on-duty HART Dispatcher will be responsible to coordinate the emergency response with assistance from other on-site supervisors and HART emergency response personnel. In addition to contacting any necessary emergency response agencies, dispatch will also be responsible to contact all HART essential personnel.

B. After the emergency has been stabilized and the Authority is in the recovery and restoration phase, the Manager of Facilities will be responsible for coordinating the clean-up. See the Post Emergency Procedures.

9.0 EQUIPMENT

A. Location of Emergency Chemical Spill Kit

1. For off-property chemical spills that are small enough to be handled by HART employees, there is a 4 foot by 4 foot yellow storage container marked “HAZMAT Spill Kit” located in Bay #11 in the heavy maintenance building.

2. For on-property chemical spills that are small enough to be handled by HART employees, there is a 55 gallon yellow drum “HAZMAT Spill Kit” located in the center of the bays in the heavy maintenance building and preventive maintenance building.

B. Contents of Emergency Chemical Spill Kit

1. The following items are contained in the large spill kit which has the capacity of absorbing up to 80 gallons of liquid:
   a. Oil absorb
   b. Containment boom
   c. Absorbent pads
   d. 15 gallon hazardous waste steel drum
   e. 2 plastic shovels
   f. 2 push brooms
   g. 5 pairs of gloves
   h. 5 sets of eye protection
   i. 10 safety cones

2. The following items are contained in the 55 gallon drum spill kit which has the capacity of absorbing up to 45 gallons of liquid:
a. Oil absorb
b. Containment boom
c. Absorbent pads
d. Yellow 55 gallon drum
e. 1 plastic shovel
f. 1 push broom
g. 1 pair of gloves
h. 1 set of eye protection

3. Any employee who is to be involved in any emergency response clean-up must be trained to perform this function and must wear prescribed PPE.

C. Locations and Types of Fire Extinguishing and Alarm Systems

1. The administration, maintenance, PM, and Ybor City streetcar buildings have automatic fire sprinkler systems. The Operations, Maintenance and PM building fire alarms automatically contact Stanley Convergence Security Service when activated. The Ybor City streetcar facility fire alarm automatically contacts ADT Security Service. These buildings are also equipped with pull down fire alarms. The security systems on these buildings automatically contact ADT Security Service when an alarm is signaled.

2. The Safety, Security and Training, Procurement and 21 Ave. annexes and the 21st Ave Operations Building are equipped with smoke detectors and a push button alarm pad to notify ADT Security Service of fire or intrusion.

3. The Marion Transit Center facility is equipped with smoke detectors, automatic fire sprinkler and security systems, and pull down fire alarms. ADT Security Service is automatically contacted when an alarm is signaled in this building.

4. All buildings are equipped with A-B-C fire extinguishers.

10.0 EMPLOYEE PROCEDURES AND EVACUATION PLAN

A. Basic Guidelines

1. Employees must become familiar with the evacuation alarm/signal to the extent that the emergency alarm/signal is immediately recognizable. Periodic tests of the signal will be performed in order to test the signal itself and to keep all employees current on what the signal sounds like and indicates. In addition to the audible facility alarm/signal, signals could also include:

   a. Visual Signals
b. Public Address Announcements

c. Someone Yelling

2. Although the audible alarm or signal may be sounded, employees must listen for verbal instructions announced over the facilities paging system to determine if their individual areas are affected. Only a partial evacuation may be required, and knowing the location of the emergency will help determine the safest evacuation route.

3. Once the alarm has been sounded, employees should:
   a. Stay calm
   b. Quickly gather up essential personal belongings
   c. Listen for specific instructions
   d. Follow the nearest exit route
   e. Proceed to the designated meeting area

B. Exit Routes

1. Exit signs are posted at all doors that lead to the outside as well as along exit routes at all buildings. It is essential that all doors and stairways that lead to the outside remain unobstructed to allow for smooth flow of people. All doors and stairways must remain clear from:
   a. File cabinets
   b. Bookshelves
   c. Janitorial equipment
   d. Boxes and storage items
   e. Holiday decorations
   f. Other obstructions

C. Designated Meeting Area

Unless otherwise instructed at time of event, the following are the designated evacuation meeting locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Evacuate To</th>
</tr>
</thead>
<tbody>
<tr>
<td>HART on Franklin</td>
<td>Tampa Police Department Building</td>
</tr>
<tr>
<td>MTC</td>
<td>MTC HART Employee Parking Lot</td>
</tr>
<tr>
<td>Streetcar Facility</td>
<td>Hampton Inn on 7th Ave.</td>
</tr>
</tbody>
</table>
UATC Convenience store parking lot at 131st Ave. and Livingston Ave.

21st Avenue Operations Building Safety, Security and Training Annex

Safety, Security and Training Annex Operations Building Conference Room

21st Avenue Annex Operations Building Conference Room

Purchasing Annex Operations Building Conference Room

21st Avenue Heavy Maintenance PM Building Break Area

21st Avenue PM Building Heavy Maintenance Break Area

11.0 REPORTING REQUIREMENTS

A. After the emergency has been stabilized, supervisors present during the incident will be responsible to:

1. Conduct an Authority investigation; document the course of action taken.

2. Take photographs of the incident scene.

3. Assure that all employees present at the event site and involved in the emergency response submit detailed written reports.

4. Assure that all essential HART personnel are contacted and advised of the event.

12.0 EMERGENCY COORDINATOR POST EMERGENCY PROCEDURES

A. Regulatory Requirements

1. The following regulatory requirements apply only to the primary emergency coordinator and are listed to provide information regarding post-emergency procedures.

2. Immediately after an emergency, the Risk and Environmental Director and the Safety and Security Analyst shall:

   a. Notify all regulatory agencies such as the EPA as required.

   b. Provide for treating, storing or disposing of recovered waste, contaminated soil or surface water.

   c. Ensure that all emergency equipment listed in the contingency plan is cleaned and fit for its intended use before operations are resumed.

   d. Notify appropriate federal, state and local authorities that the facility is prepared to resume operations.
e. Submit written reports to all regulatory agencies involved or contacted during the incident.

f. Arrange for feedback from parties involved in incident in order to prepare a documented critique.

B. The Manager of Facilities and the Safety & Security Analyst will review documented critiques. The review will be conducted so as to identify areas of improvement and modify procedures as necessary.

13.0 PUBLIC INFORMATION OFFICE

A. Following notification of incident, the Public Information Office will:

1. Obtain detailed information from the on-duty dispatcher or on-site Supervisor.

2. Alert media outlets in a timely fashion.

14.0 RECOVERY AND RESTORATION

After the emergency has been stabilized, investigations completed, damage assessment conducted and the clean-up process begun, HART will perform a Hazard Analysis of the incident. At this point, multiple HART departments, including the HART Safety Committee and possibly various outside agencies, will evaluate all aspects of the emergency to implement procedural changes, prevent recurrence and to enhance future response.

15.0 ALL OTHER HART PROPERTIES AND FACILITIES

For all other HART properties and facilities, responsible personnel are to use the procedures contained in this document as guidelines to prepare, identify, evaluate, respond, notify, evacuate and report emergencies. Personnel working at these facilities are to become familiar with the location of fire alarms, fire extinguishers and emergency evacuation routes and exits. HART employees at all facilities are to remember that the number one priority in any emergency situation is life safety and must always take the necessary steps to protect themselves, coworkers and customers.

16.0 DISTRIBUTION

A. Copies of this Plan are to be kept by the telephone at the following 21st Avenue locations:

1. Dispatch
2. Maintenance Supervisors offices
3. Administration reception
4. Manager of Facilities’ office
5. Facilities personnel work area
6. Safety and Security Analyst’s office
7. Manager of Operations office

B. Copies of this Plan are to be kept by the telephone at the following streetcar facility locations:

1. Risk & Environmental Safety Director’s office
2. Streetcar Maintenance Supervisor’s office
3. Streetcar Maintenance Employee work area

C. Copies of the Plan will also be provided to employees on request.

17.0 PLAN REVISION HISTORY

A. The Emergency Response Contingency Plan is a controlled document. Only the Manager of Facilities, or his or her designee, is authorized to make revisions to the Plan.

B. Revisions will be distributed to all appropriate and responsible department general managers, directors, managers and outside agencies. The Manager of Facilities, or his or her designee, is responsible for maintaining an updated distribution list and to provide distribution.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Revision</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 20, 2007</td>
<td>Updated cover page</td>
<td></td>
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<tr>
<td>April 20, 2007</td>
<td>Added Plan Revision History</td>
<td>3, 17</td>
</tr>
<tr>
<td>April 20, 2007</td>
<td>Added MSDS book location for streetcar facility</td>
<td>4</td>
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<tr>
<td>April 20, 2007</td>
<td>Updated Key Personnel Contact list</td>
<td>10</td>
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<tr>
<td>April 20, 2007</td>
<td>Modification to Location and Types of Fire Extinguishing Systems</td>
<td>12</td>
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<td>April 20, 2007</td>
<td>Change General Manager of Maintenance to Facilities Maintenance Manager</td>
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<td>April 20, 2007</td>
<td>Additional locations of where the plan is to be kept</td>
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<td>April 20, 2007</td>
<td>Changes to Facilities Diagrams “G” through “L”</td>
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<tr>
<td>April 20, 2007</td>
<td>Addition of building diagram for Risk/Grants/Accounting Annex</td>
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</tr>
<tr>
<td></td>
<td>Attachments</td>
<td></td>
</tr>
</tbody>
</table>
18.0 Distribution List – Outside Agencies

Hillsborough County Sheriff’s Operations Center
2008 E. 8th Ave.
Tampa, FL  33605

Hillsborough County Sheriff’s Office
Special Operations Division
P. O. Box 3371
Tampa, FL  33601

Fire Marshall Office Division
808 E. Zack St.
Tampa, FL  33603

Tampa Police Department
411 N. Franklin St.
Tampa, FL  33602

Tampa General Hospital
Attn: Director of Safety and Security
P. O. Box 1289
Tampa, FL  33601

St. Joseph’s Hospital
Attn: Disaster Preparedness Coordinator
3001 W. Martin Luther King, Jr. Blvd.
Tampa, FL  33607
ATTACHMENT 1 - PHYSICAL DIAGRAMS

HART FACILITIES and EMERGENCY EQUIPMENT LOCATIONS

<table>
<thead>
<tr>
<th>DIAGRAM</th>
<th>DEPARTMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Facilities Diagram “A”</td>
<td>Safety, Security &amp; Training Annex</td>
</tr>
<tr>
<td>• Facilities Diagram “B”</td>
<td>Preventive Maintenance Building</td>
</tr>
<tr>
<td>• Facilities Diagram “C”</td>
<td>21st Ave. Annex</td>
</tr>
<tr>
<td>• Facilities Diagram “D”</td>
<td>Operations Building</td>
</tr>
<tr>
<td>• Facilities Diagram “E”</td>
<td>Heavy Maintenance Building – First Floor</td>
</tr>
<tr>
<td>• Facilities Diagram “F”</td>
<td>Heavy Maintenance Building – Second Floor</td>
</tr>
<tr>
<td>• Facilities Diagram “G”</td>
<td>Marion Transit Center – First Floor</td>
</tr>
<tr>
<td>• Facilities Diagram “H”</td>
<td>Marion Transit Center – Second Floor</td>
</tr>
<tr>
<td>• Facilities Diagram “I”</td>
<td>Ybor City Streetcar Facility – First Floor</td>
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<tr>
<td>• Facilities Diagram “J”</td>
<td>Ybor City Streetcar Facility – Second Floor</td>
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<tr>
<td>• Facilities Diagram “K”</td>
<td>Ybor City Streetcar Facility – Third Floor</td>
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<tr>
<td>• Facilities Diagram “L”</td>
<td>Purchasing Annex</td>
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<tr>
<td>• Facilities Diagram “M”</td>
<td>Heavy Maintenance Building Hazardous and Non-Hazardous Materials Storage</td>
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</tbody>
</table>
ATTACHMENT 1 – PHYSICAL DIAGRAMS
MAINTENANCE FACILITY - First Floor

Diagram E

- Fire Extinguisher
- Emergency Fuel Shut Offs
- Emergency Power Shut Offs
- AED
- Fire Hydrant/T Connector
- 55 Gal. Hazmat Spill Kit
- Large Spill Kit
- Fire Alarm Pull

* NOT TO SCALE
MARION TRANSIT CENTER - First Floor

Diagram G

- Fire Extinguisher
- Fire Alarm Pull
- AED

Floor Plan of Marion Transit Center.
# STANDARD OPERATING PROCEDURE
## HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY
### PANDEMIC PLAN

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<th>REV</th>
<th>DATE</th>
<th>DESCRIPTION</th>
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<th>INIT</th>
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**ORIGINATED BY:** Original signature on file in MDC
Donna M. Loy, Manager of Passenger Amenities and Facilities

**REVIEWS:**
- Original signature on file in MDC
  David Kelsey, Manager of Safety, Security and Training

**APPROVED BY:**
- Original signature on file in MDC
  David Armijo, Chief Executive Officer
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<table>
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<th>PAGE</th>
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<tbody>
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1.0 SCOPE

The goal of the HART Pandemic Plan is to provide a series of guidelines that may be utilized by the Authority in order to minimize service disruptions to customers while maintaining an environment that is safe for our employees, customers and the environment.

2.0 PURPOSE

The plan will assist and facilitate appropriate planning and response for all HART departments.

A. Develop a system wide plan that will clearly identify roles, responsibilities and protective measures.

B. Develop a plan that is flexible to account for the uncertain loss of staff and resources.

C. Recommend planning considerations for appropriate prevention, care and treatment during a pandemic.

D. Recommend planning considerations for appropriate communications, resource management and preventive measures to minimize service disruptions.

E. Provide a template that will assist each department in completing their departmental contingency plans.

This goal will only be realized through the coordinated efforts of all HART departments and the affiliation with public health agencies.

2.1 Plan Distribution

The Pandemic Plan will be distributed to HART’s CEO, Chiefs, Directors, and Department Managers. A copy will be supplied to the Hillsborough County Office of Emergency Management and the Hillsborough County Health Department.
3.0 DEFINITIONS / ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<tbody>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
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<tr>
<td>DHHS</td>
<td>Department of Health and Human Services</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>FLDOH</td>
<td>Florida Department of Health</td>
</tr>
<tr>
<td>HART / AUTHORITY</td>
<td>Hillsborough Area Regional Transit Authority</td>
</tr>
<tr>
<td>HCHD</td>
<td>Hillsborough County Health Department</td>
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<tr>
<td>HR</td>
<td>Human Resources</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
</tr>
<tr>
<td>POD</td>
<td>Points of Dispensing</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protection Equipment</td>
</tr>
</tbody>
</table>

4.0 REFERENCES

See Appendices A – X

5.0 FORMS

Appendix F – Example Template for Tracking Absenteeism

Appendix H – Influenza Pandemic Planning Tool for Vaccine / Antiviral Distribution

Appendix L – Ranking of Route Ridership as of end of 2008

Appendix M – Key and Essential Employee Contact Numbers by Department

Appendix N – Bus Operations Overview of Workforce

6.0 REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS

Personal Protection Equipment as defined within this document.

7.0 PROCEDURES

7.1 Activation

Only the CEO or his designee may declare an emergency within the HART System. The State of Florida or HCHD will issue notification of a pandemic emergency. The declaration of the emergency and implementation of the Pandemic plan will then be conveyed throughout HART by the Division Chiefs. This will result in specific departmental command posts being activated.
NOTE:

The HART Emergency Response Team may be immediately activated. Upon activation of the HART Emergency Response Command Center, its operation and the various departments' roles and responsibilities will be followed as outlined in the plan, unless otherwise required.

Similarly, the CEO will determine when the Pandemic Plan is to be deactivated and normal operations resumed.

7.2 Activation Criteria

A. The Chief Medical Officer at the HCHD is responsible for monitoring any current health situations.

B. Once he/she has the information that an emergency could be developing, he/she calls for a meeting with the Emergency Policy Group.

C. The Emergency Policy Group consists of three (3) County Commissioners, three (3) City Council Members, the Mayor of Tampa, the County Administrator and the Chiefs of the county and city police and fire departments.

D. This group will make the final determination based on the Chief Medical Officer's recommendations and all pertinent information.

Upon notification by the CEO, the Pandemic Plan will be activated. The plan may be activated in a series of phases. These phases are dependent upon the spread of the virus and the severity of the symptoms. In order to remain consistent with the National Strategy for Pandemic Influenza Implementation Plan and the DHHS guidance, the phases identified by the FLDOH or the HCHD will be utilized by HART. Refer to Appendix D.

7.3 HART’s Response

A. Inter-pandemic Period

1. Establish communication with Public health and other outside emergency agencies

2. Order appropriate PPE under direction of FLDOH or HCHD

3. Develop departmental contingency plans

B. Alert Period

1. Inform employees of circumstance and prevention activity
2. Inform public that HART has a plan and is prepared to continue service
3. Determine communications protocols for customers i.e. changes to service

C. Pandemic Period

1. Inform those individuals listed as performing critical functions that inoculations may be made available
2. Inform those individuals of when and where they will be receiving inoculations
3. Initiate the hand sanitizer program for HART employees
4. Initiate the PPE program if directed by Public Health
5. Initiate decontamination of buses, vans, staff vehicles and streetcars if directed by Public Health
6. Initiate employee segregation or work shifts if necessary
7. Initiate employee absentee reporting program
8. If required to assist hospitals or public health agencies, prepare buses to be used as reception centers of POD for vaccines
9. Monitor the hand sanitizer program
10. Monitor the PPE program if it is initiated
11. Monitor staffing levels
12. Monitor and continue decontamination of buses, vans, staff vehicles and streetcars if it is initiated
13. Implement contingency plans for loss of essential personnel
14. Channel resources to high volume routes
15. Continue with departments reporting to HR of employee attendance status on a daily basis
16. Keep detailed records of actions and occurrences
17. Review existing procedures as to effectiveness and revise if necessary
18. Review resources such as people, equipment, etc. to determine shortages
19. Restock supplies
20. Review the requirement to isolate staff, work in shifts or at satellite locations
21. Determine retraining issues and criteria to cover lost personnel

22. Review, revise or implement programs to handle the second wave of infection

D. Post-pandemic Period

Prepare status report on all employees, supplies and equipment.

8.0 COMMUNICATIONS

8.1 Internal

A. All HART personnel are instructed to monitor the television, radio and the HART website (goHART.org) for updates on emergency conditions.

B. Once the emergency status conditions are lifted, all fit HART personnel will be expected to return to work for their regularly scheduled work assignments and shifts.

C. HART will assess the situation to determine what levels of service will be provided.

D. Any employee who cannot report for duty due to extenuating circumstances will be required to call their immediate supervisor as soon as possible, no later than one hour prior to their regularly scheduled report time.

SPECIAL NOTE:

During any or all stages of the emergency, it may become necessary to establish and designate HART Dispatch as the Central Communication Center for all HART departments. Should this occur, all HART employees will be expected to communicate through Dispatch to receive scheduling and work shift information.

E. A 24-hour hotline is set up in Dispatch: 813-626-3548.

F. If necessary, special alerts or updates will be emailed to key individuals and disseminated throughout their departments.

8.1.1 Departmental

Current information will be provided to all employees using the following methods:

1. General notices
2. Intranet notices

3. E-mail communication to all staff

4. Voicemail

5. Mailings

8.2 External

8.2.1 Customers, Media and other Transit Agencies

HART’s PIO is responsible for all HART emergency related media releases and public information. The PIO will coordinate with the Hillsborough EOC to ensure that accurate and timely information is released to the public, media, and other transit agencies. This position will also be solely responsible for scheduling periodic, controlled news releases. Media releases will be posted on the HART Connect website.

In the event that a Media Center is established by a Control Group (Public Health, Hillsborough County Office of Emergency Management, EOC, etc.) the HART PIO may attend at this location and provide support to the Control Group Media Relations Officer.

9.0 SUPPORT MEASURES

The need for prearranged agreements for the purchasing, stockpiling and rotating of supplies is necessary to ensure PPE and disinfectants are readily available. Any questions concerning disinfecting methods and PPE should be directed towards the Safety and Security or the Facilities Maintenance Department.

Since close observation and analysis of the most current data will drive the pandemic response it is important that the most up-to-date information regarding staff absences be supplied to Human Resources.

9.1 Purchasing

In order to ensure materials, equipment, services and supplies are available during the pandemic; arrangements should be made with the Procurement and Inventory departments to have a list of suppliers, product codes, and approvals readily available. Inventory levels (except vaccines and associated supplies) will be monitored by this department.

Attempts will be made to stockpile some supplies with the understanding that in an emergency the federal, state or municipal governments may take control of existing supplies. Once Public Health has issued a directive recommending the use of respiratory protection, N95 or surgical masks will be obtained.
General supplies required may include:

A. Nitrile gloves
B. N95 or surgical mask
C. Antiseptic wipes
D. Disinfectant cleaner
E. Hand sanitizer

9.2 Tracking of Illness

Each individual department will be responsible for the tracking of employee illnesses.

A. The department will:
   1. Provide daily absence statistics to Management, including:
      a. Number of new absences
         i. Due to illness
         ii. Required to provide family support
   2. Number of employees returned to work.
   3. Statistics will be submitted in an electronic format based on the template provided in Appendix F with printed paper backup on a daily basis.

B. HART’s HR will:
   1. Compile daily statistics for each work location or division
   2. Disseminate statistics based on:
      a. New absences
      b. Number of employees returned to work
      c. Average length of absence
      d. Reason for absence i.e. family care, employee illness
   3. Statistical information will be disseminated to the Hillsborough County Emergency Management Staff (and HCHD, if directed).
9.3 Vaccine Program

A. Inform those individuals listed as performing critical functions that inoculations will be available.

B. Inform those individuals of when and where inoculations may be received.

9.3.1 Program Administration

In conjunction with the governmental Pandemic Influenza Plans, HART’s Human Resources Department will:

1. Obtain all necessary forms from the Hillsborough County Department of Health
2. Submit request for maximum allowed doses
3. Maintain vaccine or antiviral in accordance with the Department of Human Health & Services (DHHS), FLDOH or HCHD guidelines
4. Oversee vaccine administration by public health or occupational health nurses per medical directive
5. Clinic site(s) will be determined by:
   a. HCHD
   b. Recipient priority list
   c. Availability of Occupational Health Nurses
   d. Minimal transport of vaccine to clinic site(s)
6. Enter all recipients in a data management system, indicating the date the vaccine or antiviral was received
7. Complete all required documentation, such as utilization reports, as directed by the DHHS, FLDOH or HCHD

Refer to Appendix H for the “Influenza Pandemic Planning Tool for Vaccine/Antiviral Distribution”.

9.3.2 Recommendations for Pandemic Vaccine Use in a Limited Supply Situation

Priorities for vaccination need to be established in order to maintain HART’s objective of uninterrupted customer service. The HCHD will set the priorities for vaccine distribution for the area population. Internally, priority groups will be established according to section 9.3.3. The priority groups will be reassessed, and possibly altered, as soon as epidemiologic data on the specific pandemic virus becomes available.
9.3.3 HART’s Priority Groups for Vaccinations

In reviewing our definitive goal to minimize service disruptions to customers while maintaining an environment that is safe for our employees and customers, the following are the priority groups for HART employees.

A. Since it is not known what number of doses HART may be allotted, discretion will have to be used in selecting positions or people. In some cases not all of any one priority group will be able to receive the vaccine.

1. Group 1 – Positions that are involved in keeping service to the customers that have direct contact with the public. These are: Operators, Transit Supervisors, Customer Service Center Staff and Custodians

2. Group 2 – Positions that are involved in keeping service to the customers that do not have direct contact with the public. These are: Maintenance and select Operations groups

3. Remaining HART personnel

9.3.4 Vaccination Security

DHHS has identified that there will not be sufficient vaccine to adequately protect the entire U.S. population. HART’s Safety and Security Department will be responsible for coordinating contract law enforcement services that are accountable for the security aspects of setting up and maintaining vaccination locations, transportation of supplies, and storage, if directed by public health agencies.

9.4 Hand Washing Program

Hand-washing stations and bottles of hand sanitizer may be placed at transit and transfer centers to minimize the spread of infection. This may be implemented under the direction of Public Health.

9.5 PPE Program

The use of personal protective equipment will be used or considered under the direction of the FLDOH or HCHD.

All front line employees may be required to wear the following:

A. Nitrile gloves

B. N95 Disposable Respirator or a surgical mask
It is also recommended that all employees be diligent about changing out of their work clothing at the end of their shift. See Appendix K for further information on the PPE program. Training will be provided to all employees regarding the proper usage, cleaning and disposal of the PPE they use in their jobs. This training may be in the form of classroom instruction, video or a combination of these methods.

9.5.1 Inventory Control

Inventory that has a shelf life will be monitored by the appropriate department. In attempts to minimize stock losses, the suppliers or other users will be contacted as expiration dates approach.

9.6 Disinfectant Methods and Procedures

9.6.1 Decontamination of Vehicles

Upon recommendation from Public Health, the direction of the Hillsborough County Emergency Management, or HART’s CEO, vehicles may be disinfected. A disinfection schedule may be set by HART’s Maintenance Department. If it is recommended that vehicles be disinfected daily then areas to be disinfected include areas normally contacted by patrons; fare boxes, stanchion bars, doors and handrails. The approved products to be used are germicidal cleaners.

Disinfection and cleaning of any other HART vehicles will be addressed by departmental contingency plans.

9.6.2 Decontamination of Workspaces and Equipment

A. Personal hygiene is essential. Employees should wash their hands with soap and water as described in Section 4.4 and Appendix I after disinfecting equipment and surfaces.

B. Surfaces that are shared between employees over several shifts will require disinfection. This should be done at the start and at the end of each shift or at the start and end of each person’s use during a single shift.

C. These areas include:

1. Keyboards
2. Desks and other work surfaces
3. Telephones
4. Equipment handles
5. Work stations
6. Steering wheels

D. Approved products for disinfecting shared workstations include but are not limited to:
   1. Germicidal cleaner
   2. Respirator
   3. Cleaning wipes

E. Each individual is expected to clean all potentially contaminated equipment and surfaces they may use.

F. Where provision of hand washing facilities is not feasible, antiseptic hand cleanser and clean cloth or paper towels or antiseptic wipes may be provided. When antiseptic hand cleansers or towels are used, hands shall be washed with soap and running water as soon as possible.

9.6.3 Disinfection of Transfer and Transit Centers

Currently, Public Health does not recommend disinfection of public areas as a means of community based control; however, should this position be changed, HART may initiate the following disinfection criteria.

A. Cleaning of all transit and transfer centers will be completed using currently approved chemicals.

B. Items that may be cleaned between opening and closing hours include:
   1. Door handles
   2. Handrails
   3. Walls
   4. Ticket vending machines
   5. Change machines
   6. Washrooms

C. Transit and transfer centers may be shut down to public access.
9.7 Employee Short Term Disability Benefits

A. HR Management staff will adjudicate all claims in accordance with current benefit procedures.

B. Worker’s compensation staff will review all occupational injury claims in accordance with the established process.

C. In the event that individuals are quarantined, proof of quarantine will be required to adjudicate any claim for benefits.

D. HART’s HR and Risk department’s staff will monitor the situation on an ongoing basis and respond accordingly.

9.8 Departmental Contingency Plans

Each HART department will be required to prepare a departmental pandemic contingency plan. These plans will require departmental sign off and be distributed to the appropriate staff members. Each department will forward a copy of their plan to the Safety and Security Department.

10.0 SERVICE ADJUSTMENTS

10.1 Service Planning

A. In the event of a flu pandemic hitting Hillsborough County, it is expected that there will be a loss in workforce across the HART system. The goal is to maintain as much service with the minimum inconvenience to customers. Because of the uncertainty of the workforce resources, there may not be opportunity for services to be scheduled and staffed. Depending on the severity of the impact, all transit services – bus, van, and rail – will be adjusted and co-coordinated by Operations management on a day-to-day basis, as in the case of any emergencies.

B. The decision on service adjustments will be based on a number of factors and considerations. Availability of workforce and equipment would be the two most important deciding factors. The top priority is to protect personnel while minimizing inconvenience to customers. In the event that service levels have to be drastically reduced on in the extreme case where parts of the system have to be shut down (i.e. transit and transfer centers) frequency of service will depend on the availability of resources.

C. The Director of Operations and the Manager of Passenger Amenities and Facilities will determine distribution of resources. To minimize inconvenience to the majority of customers, efforts and
resources should be concentrated on routes that are carrying the higher number of customers while maintaining a basic network of surface services.

10.2 Management Team

A. All management personnel are to observe and report any employees who may be getting ill or report symptoms to other employees. Information obtained will be provided to the HR Department.

B. Updates are to be reported twice a day at 7:00am and 2:00pm from all work locations on the number of workforce available; information obtained will be provided to the HR Department.

C. Strategy meetings with senior staff will be held daily to monitor and allocate workforce on a priority basis, providing safe conditions and service levels to protect employees and customers.

D. All departments are to have call-out and call-back lists of employees readily available at all times to fill shifts and follow up with employees who have been off sick. This will be conducted on a 24-hour basis by the HR Department through available administrative staff or supervisory personnel.

10.3 Bus Operations

A. To prepare for the possibility that the pandemic may negatively affect the workforce, the minimum number of buses and operators that would be required to safely operate identified routes and the maximum number of buses and operators that could be removed for re-allocation as per emergency service requirements must be identified.

B. During any particular time of day, there may be a need to redirect a number of buses and operators from regular service to emergency service or vice versa. Each day the scenario may change depending on the resources available and emergency service requirements.

10.4 Maintenance

Priority maintenance of service vehicles will be based on service requirements as defined by divisional staff.
10.5 HARTPlus

The following procedures will be implemented at HARTPlus:

A. Follow the HART Pandemic Plan and Public Health instructions as dictated through the Hillsborough Emergency Operations Center.

B. Service will be reduced based on operator and support staff illness

C. Priority will be given to dialysis and life sustaining medical trips

D. HARTPlus customers will be screened at the time of booking their trips

E. High risk locations may not be serviced

F. PPE and disinfection procedures for both employees and vehicles will be implemented if appropriate

G. Communications will be made to our customers through the HARTPlus Customer Service division

H. All work locations will have callout and call back lists of employees readily available at all times for filling of shifts and following up with employees who have been off sick. This will be conducted on a 24 hours basis by the available administrative staff or supervisory personnel.

I. HARTPlus will follow the HART Pandemic Plan for any items not included above.
APPENDIX A

Introduction to Pandemic Influenza

Influenza A viruses periodically cause worldwide epidemics known as pandemics with high rates of illness and death. A pandemic can occur at any time with the potential to cause serious illness, death and social and economic impacts. While it is difficult to pinpoint when these pandemics will exactly occur, the history of pandemics indicate that there are normally 3 to 4 occurrences per century.

In the last century there were three influenza pandemics; the Spanish flu from 1918 to 1919, the Asian flu from 1957 to 1958 and the Hong Kong flu from 1968 to 1969. These occurrences have been separated by time intervals of 11 to 44 years. During each of the last pandemics, the greatest increase in death rates occurred among persons less than 60 years of age; in 1918, the greatest number of deaths occurred in those 20-40 years of age.

Certain conditions make influenza pandemic more likely;
   1) a new A virus that has resulted from a genetic shift
   2) a population with little to no immunity
   3) a virus that is easily and effectively spread person to person
   4) a virulent virus that will cause serious illness and death

It is with these criteria in mind that the World Health Organization (WHO) and the Center for Disease Control (CDC) are predicting the world will see another pandemic in the near future.
Planning Assumptions

The impact of the next influenza pandemic is difficult to predict, and is dependent on how virulent the virus is, how rapidly it spreads from population to population, and the effectiveness of prevention and response efforts. Despite the uncertainty about the magnitude of the next pandemic, estimates of the health and service impact to HART remain an important aid to assist in contingency planning.

Information from the CDC states the during a 'normal' flu season, an average of 5% to 20% of the population becomes ill, but as high as 30% to 50% of the population may become ill during a severe outbreak. Based on a model developed by the CDC in Atlanta, an estimated 4.5 to 10.6 million Americans would become clinically ill such at they would be unable to attend work or other activities for at least a half a day. This proportion, representing 15% to 35% of the population, does not include individuals who contract the virus and feel ill, but continue their usual activities.

Preparing for the Next Pandemic

Many scientists believe it is only a matter of time until the next influenza pandemic occurs. The severity of the next pandemic cannot be predicted, but modeling studies suggest that the impact of a pandemic on the United States could be substantial. In the absence of any control measures (vaccination or drugs), it has been estimated that in the United States a “medium-level” pandemic could cause 89,000 to 207,000 deaths, 314,000 and 734,000 hospitalizations, 18 to 42 million outpatient visits, and another 20 to 47 million people being sick. Between 15% and 35% of the U.S. population could be affected by an influenza pandemic, and the economic impact could range between $71.3 and $166.5 billion.

Influenza pandemics are different from many of the threats for which public health and health-care systems are currently planning:

- A pandemic will last much longer than most public health emergencies and may include “waves” of influenza activity separated by months (in 20th century pandemics, a second wave of influenza activity occurred 3 to 12 months after the first wave).

- The numbers of health-care workers and first responders available to work can be expected to be reduced. They will be at high risk of illness through exposure in the community and in health-care settings, and some may have to miss work to care for ill family members.

- Resources in many locations could be limited, depending on the severity and spread of an influenza pandemic.
HART will be basing its pandemic contingency plans on the worst-case scenario, an attack rate of 35%. This is the total percentage of the population who will contract the disease through the course of the pandemic. It is expected numbers at any point in time will be a fraction of this figure.
APPENDIX C

Interagency Roles

HART realizes that it will not be working in isolation in our efforts to maintain a safe working environment for our staff and maintain service to our customers. Agencies at Federal, State, Municipal and local levels will also initiate their pandemic contingency plans. In order that there is a unified response, HART will be interfacing with these agencies to monitor, report, prepare, and react to the various phases of viral spread.

Public Health

HART will establish a communication network with Public Health agencies and the Hillsborough EOC. We will require their guidance in terms of;

a) rate of influenza spread
b) availability of vaccine and antiviral
c) recommendations for PPE
d) recommendations for disinfection
e) communication releases from WHO or HHS
f) other health and community related issues

Primary contact with Public Health and the EOC will be the responsibility of the Safety, Security and Training Officer. The Safety, Security and Training Officer will forward the information received on public alerts, PPE, etc to the appropriate departments.

Office of Emergency Management

The Hillsborough County’s Emergency Operations Center (EOC) may stand up its emergency operations during the initial phases, peak infection times, or severe economical crisis. HART will interface with the EOC for:

a) official press releases from the County
b) guidance of health related issues
c) information on the status of other City agencies
d) closures of City of Tampa or Hillsborough County facilities
e) other health and Hillsborough County related issues

Federal Emergency Management Agency (FEMA)

FEMA is the link between state and municipal governments. It is not expected that HART will have excessive communications with FEMA as any press releases, information, or general communications will be filtered through the Hillsborough County EOC.
# WHO Global Pandemic Phases and the Stages for Federal Government Response

<table>
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<th>WHO Phases</th>
<th>Federal Government Response Stages</th>
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<td><strong>INTER-PANDEMIC PERIOD</strong></td>
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<tr>
<td>1. No new influenza virus subtypes have been detected in humans. An</td>
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<tr>
<td>influenza virus subtype that has caused human infection may be present</td>
<td>New domestic animal outbreak</td>
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<td>in animals. If present in animals, the risk of human disease is</td>
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<td>considered to be low.</td>
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<td>2. No new influenza virus subtypes have been detected in humans.</td>
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<td>However, a circulating animal influenza virus subtype poses a substantial</td>
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<td>risk of human disease.</td>
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<td><strong>PANDEMIC ALERT PERIOD</strong></td>
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<td>3. Human infection(s) with a new subtype, but no human-to-human</td>
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<td>spread, or at most rare instances of spread to a close contact.</td>
<td>New domestic animal outbreak</td>
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<td></td>
<td>in at-risk country</td>
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<tr>
<td>4. Small cluster(s) with limited human-to-human transmission but</td>
<td>1</td>
</tr>
<tr>
<td>spread is highly localized, suggesting that the virus is not well</td>
<td>Suspected human outbreak overseas</td>
</tr>
<tr>
<td>adapted to humans.</td>
<td></td>
</tr>
<tr>
<td>5. Larger cluster(s) but human-to-human spread still localized,</td>
<td>2</td>
</tr>
<tr>
<td>suggesting that the virus is becoming increasingly better adapted to</td>
<td>Confirmed human outbreak overseas</td>
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<tr>
<td>humans, but may not yet be fully transmissible (substantial</td>
<td></td>
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<tr>
<td>pandemic risk).</td>
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<tr>
<td><strong>PANDEMIC PERIOD</strong></td>
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<tr>
<td>6. Pandemic phase: increased and sustained</td>
<td>3</td>
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<tr>
<td>transmission in general population.</td>
<td>Widespread human outbreaks in</td>
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<tr>
<td></td>
<td>multiple locations overseas</td>
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<td>4</td>
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<tr>
<td></td>
<td>First human case in North America</td>
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<td>5</td>
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<td></td>
<td>Spread throughout United States</td>
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<td></td>
<td>6</td>
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<tr>
<td></td>
<td>Recovery and preparation for</td>
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<td></td>
<td>subsequent waves</td>
</tr>
</tbody>
</table>
Stages of Federal Government Response

**STAGE 0**
New Domestic Animal Outbreak in At-Risk Country

**GOALS**
- Provide coordination, support, technical guidance
- Track outbreaks to resolution
- Monitor for reoccurrence of disease

**ACTIONS**
- Support coordinated international response
- Prepare to deploy rapid response team and materiel
- Offer technical assistance, encourage information sharing

**POLICY DECISIONS**
- Deployment of countermeasures

**WHO Phase 1 or 2**
Inter-Pandemic Period

**STAGE 1**
Suspected Human Outbreak Overseas

**GOALS**
- Rapidly investigate and confirm or refute
- Coordination and logistical support

**ACTIONS**
- Initiate dialogue with WHO
- Deploy rapid response team
- Amplify lab-based and clinical surveillance to region
- Prepare to implement screening and/or travel restrictions from affected area
- Pre-position of U.S. contribution to international stockpile assets
- Use of pre-pandemic vaccine

**WHO Phase 3**
Pandemic Alert Period

**STAGE 2**
Confirmed Human Outbreak Overseas

**GOALS**
- Contain outbreak and limit potential for spread
- Activate domestic medical response

**ACTIONS**
- Declare Incident of National Significance
- Support international deployment of countermeasures
- Implement layered screening measures; activate domestic quarantine stations
- Prepare to limit domestic points of entry
- Prepare to produce monovalent vaccine

**POLICY DECISIONS**
- Contribution to countermeasures for affected region
- Entry/exit screening criteria; isolation/quarantine protocols
- Diversion of trivalent vaccine production to monovalent
- Revise prioritization and allocation of pandemic vaccine and antiviral medications

**WHO Phase 4 or 5**
Pandemic Alert Period
APPENDIX D – PANDEMIC PHASES – PAGE 3

STAGE 3
Widespread Outbreaks Overseas

GOALS
Delay emergence in North America
Ensure earliest warning of first case(s)
Prepare domestic containment and response mechanisms

ACTIONS
Activate domestic emergency medical personnel plans
Maintain layered screening measures at borders
Deploy pre-pandemic vaccine and antiviral stockpiles; divert to monovalent vaccine production
Real-time modeling; heighten hospital-based surveillance
Prepare to implement surge plans at Federal medical facilities

POLICY DECISIONS
Prioritize efforts for domestic preparedness and response

STAGE 4
First Human Case in North America

GOALS
Contain first cases in North America
Antiviral treatment and prophylaxis
Implement national response

ACTIONS
Ensure pandemic plans activated across all levels
Limit non-essential domestic travel
Deploy diagnostic reagents for pandemic virus to all laboratories
Continue development of pandemic vaccine
Antiviral treatment and targeted antiviral prophylaxis

STAGE 5
Spread throughout United States

GOALS
Support community response
Preserve critical infrastructure
Mitigate illness, suffering, and death
Mitigate impact to economy and society

ACTIONS
Maintain overall situational awareness
Evaluate epidemiology; provide guidance on community measures
Deploy vaccine if available; prioritization guidance
Sustain critical infrastructure, support health and medical systems, maintain civil order
Provide guidance on use of key commodities

POLICY DECISIONS
Federal support of critical infrastructure and availability of key goods and services
Lifting of travel restrictions

WHO Phase 6
Pandemic Period
APPENDIX D – PANDEMIC PHASES – PAGE 4

**PANDEMIC INFLUENZA**

**Individual, Family, and Community Response to Pandemic Influenza**

**Community Response**
- **Be Prepared**
  - Review Individuals and Families Planning Checklist www.pandemicflu.gov
- **Be Aware**
  - Identify trusted sources for information; stay informed about availability/use of antiviral medications/vaccine
  - Review school pandemic plan; follow pandemic communication to students, faculty, and families
- **Don’t Pass It On**
  - If you are ill—stay home; practice hand hygiene/cough etiquette; model behavior for your children; consider voluntary home quarantine if anyone ill in household
  - If you are ill—stay home; practice hand hygiene/cough etiquette; ensure sufficient infection control supplies
  - If you are ill—stay home; practice hand hygiene/cough etiquette; ensure sufficient infection control supplies
- **Keep Your Distance**
  - Avoid crowded social environments; limit non-essential travel
  - Prepare for possible school closures; plan home learning activities and exercises; consider childcare needs
  - Modify face-to-face contact; flexible worksite (telework); flexible work hours ( staggered shifts; flex days)
  - Cancel or modify activities, services, or rituals; follow community health social distancing recommendations
- **Help Your Community**
  - Volunteer with local groups to prepare and assist with emergency response; get involved with your community as it prepares
  - Contribute to the local health department’s operational plan for surge capacity of health care of schools designated as contingency hospitals
  - Identify assets and services your business could contribute to the community response to a pandemic
  - Provide social support services and help spread useful information, provide comfort, and encourage calm
APPENDIX E

Definitions of Vaccines and Antivirals

Vaccine

Vaccination is the primary means to prevent disease and death from influenza during an epidemic or pandemic. The objectives of vaccines preparedness are:

- to provide a safe, effective vaccine program for all HART employees as quickly as possible
- to allocate, distribute and administer vaccine to the appropriate groups of people
- to monitor safety and effectiveness of vaccination programs.

Antiviral

Anti-influenza drugs known as antivirals are effective for both influenza treatment and prophylaxis, and may provide an adjunctive management strategy during a pandemic – particularly when a vaccine may not be available for the first wave. Antivirals will likely be the only virus-specific intervention during the initial response. The protection provided by antivirals is virtually immediate and does not interfere with an individual's response to influenza vaccines.

Antiviral preparedness in HART will focus on:

- The supply, distribution and use of antivirals during a pandemic will be based upon the Vaccination Priority Groups.
- Monitoring the use and impact of antivirals.

Access to vaccines/antivirals

Once the vaccine is available, it is likely that the recipient will require two doses of vaccine, given 21 days apart, to induce immunity. Because HART may not have access to a large enough initial supply to immunize everyone, HART will have to set priorities for who receives the limited vaccine and antiviral drugs. HART will develop its listing in consultation with HCHD. During the course of the pandemic, priority groups may change based on epidemiology.
## APPENDIX F

**Example Template for Tracking Absenteeism**

Daily Absence Tracking Tool  
(Influenza related only)

Department: ____________________________  
Date: ____________________________

7:00 a.m.

<table>
<thead>
<tr>
<th>Number of New Absences</th>
<th>Reason</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employee ill</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Taking care of family</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total New Absent</strong></td>
<td></td>
<td><strong>13</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Employees Continuing to be Absent</th>
<th>Reason</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employee ill</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Taking care of family</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total Continuing Absent</strong></td>
<td></td>
<td><strong>25</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Absent</th>
<th>38</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Number of Department Employees</th>
<th>100</th>
</tr>
</thead>
</table>

| **Total Number of Employees Available for Work** | 62 |

Please forward information to Human Resources Department.
Daily Absence Tracking Tool
(Influenza related only)

Department: ____________________________

Date: ____________________________

2:00 p.m.

<table>
<thead>
<tr>
<th>Number of New Absences</th>
<th>Reason</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employee ill</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Taking care of family</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total Absences</strong></td>
<td></td>
<td><strong>13</strong></td>
</tr>
<tr>
<td>Number of Employees Continuing to be Absent</td>
<td>Employee ill</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Taking care of family</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total Continuing Absent</strong></td>
<td></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td><strong>Total Absent</strong></td>
<td></td>
<td><strong>38</strong></td>
</tr>
</tbody>
</table>

Total Number of Department Employees 100

Total Number of Employees Available for Work 62

Please forward information to Human Resources Department.
APPENDIX G

Disease Containment and Illness Criteria

Community disease containment information within HART should include education messages such as:

- If sick, stay home from work
- Reduce non-essential travel
- Avoid crowds
- Frequent hand washing
- Cover the cough and use proper tissue disposal
- Increase ventilation
- Clean and sanitize environmental surfaces

The incubation period for influenza usually ranges from one to three days. Influenza is spread from person-to-person by inhalation, by direct contact, or by contact with articles recently contaminated by nose and throat secretions.

Contact with respiratory secretions appears to account for most transmissions of influenza. Influenza is highly contagious; it can spread quickly in settings where large groups of people are gathered together. The period of communicability for influenza virus is during the 24 hours before the onset of symptoms, and during the most symptomatic period, usually three to five days from clinical onset in adults and up to seven days in young children. Survival of the influenza virus, outside the body, varies with temperature and humidity. It generally survives 24-48 hours on hard, non-porous surfaces, 8-12 hours on cloth, paper and tissue, and five minutes on hands. Survival of the virus is enhanced under conditions of low humidity and in the cold.

The following Influenza-like Illness (ILI) assessment tool should be used to determine if an employee is at risk of having or transmitting an ILI.

ILI in the general population is determined by the presence of 1, 2 and 3 and any of 4, a-c which could be due to influenza virus:

1. sudden onset of respiratory illness
2. fever (>38 C or 100.4 F)
3. cough
4. one or more of the following:
   a. sore throat
   b. joint pains
   c. muscle pain or weakness
Influenza Pandemic Planning Tool for Vaccine / Antiviral Distribution

Enumeration Tool Part I

**Current Staffing - Critical Infrastructure**

Identify all positions including staff and management in the HART organization and indicate the number of people in each position (FTE, PTE and temporary). Do not include any contracted positions from other agencies.

Enumeration Tool Part II

**Essential Staffing – Critical Infrastructure**

1) Identify the **essential positions** in HART

2) Indicate the **minimum number of staff for each of the essential positions listed** required to keep HART operating during an outbreak. Remember, the first wave of the pandemic could last for 6 weeks or longer.

3) Critical Infrastructure has been identified as priority groups: 3.a) and 3.b).
   - **Group 3.a)** Persons who are trained or primarily involved in the provision of an essential service which if not sustained at a minimal level would impact HART’s ability to provide limited and emergency service.
   - **Group 3.b)** Persons whose decision making authority will be necessary at the time of the pandemic to minimize service disruption.
## APPENDIX H – PAGE 2

<table>
<thead>
<tr>
<th>Essential Positions</th>
<th>Current Number of Staff</th>
<th>Priority Groups</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Essential</td>
<td>3a) Critical</td>
<td>3b) Critical</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Full-time</td>
<td>Part-time</td>
<td>Minimum Number of staff Required in this position</td>
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<tr>
<td>Executive Office</td>
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</tr>
<tr>
<td>Operations</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Bus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paratransit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Streetcar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance &amp; Engineering</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
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</tr>
<tr>
<td>Payroll</td>
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<tr>
<td>Safety, Security &amp; Training</td>
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<tr>
<td>Public Information</td>
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<td>Legal</td>
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<tr>
<td>Purchasing</td>
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<tr>
<td>Customer Service</td>
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</tr>
</tbody>
</table>
APPENDIX I

Hand Washing Procedure

How to wash your hands:

At home or work, wash your hands often and properly:

- Use warm water;
- Wet your hands before applying soap;
- Rub your soapy hands together for at least 30 seconds;
- Rinse your hands thoroughly to remove all soap;
- Turn off water with paper towel;
- Dry your hands with an air-dryer or a clean paper towel.

When soap and water are unavailable, employees will be provided with a bottle of hand sanitizer to cleanse their hands. Hand sanitizer should be used sparingly and only a pea-sized drop at a time. Simply apply to your hands and rub in thoroughly until dry. If any skin irritation is noted you should stop using the sanitizer immediately. Hand sanitizer is meant for external use only, to be kept away from the eyes and out of the reach of children. Please read the label carefully to ensure that you are not allergic to any of the ingredients. If anyone has an allergy to any of the ingredients in this product they should not use the product.

Hand sanitizer should not replace thorough hand washing with soap and water. Employees should wash their hands immediately when washing facilities become available.
APPENDIX J

Personal Protection Equipment

Nitrile gloves

As you remove the gloves, avoid allowing the outside surface of the gloves to come in contact with your skin, because the outer surface may have become contaminated. Avoid letting gloves snap, as this may cause contaminants to fly into your eyes or mouth or onto your skin or other people in the area.

- Grasp one of the gloves near the cuff and pull it partway off. The glove will turn inside out. It is important to keep the first glove partially on your hand before removing the second glove. This protects you from touching the outside of either glove with your bare hands.
- Leaving the first glove over your fingers, grasp the second glove near the cuff and pull it part of the way off. The glove will turn inside out. It is important to keep the second glove partially on your hand to protect you from touching the outside surface of the first glove with your bare hand.
- Pull off the two gloves at the same time, being careful to touch only the inside surfaces of the gloves with your bare hands.
- Dispose of gloves by placing inside out in the trash. If you have a plastic bag, put the gloves in the bag and seal it before putting it in the trash. Wash your hands thoroughly.

N95 Disposable Respirator

- Wash hands before putting the respirator on;
- Read and follow the respirator instructions;
- Employees wearing any type of respirator must be clean shaven where the respirator seals to the face;
- The respirator should fit snugly over the face;
- Be sure to use both sets of straps on the respirator;
- The respirator should cover the nose, mouth and the chin;
- The metallic wire part of the respirator should be pressed firmly with both hands over the bridge of the nose to secure and prevent leakage;
- Under general circumstances, the respirator should be changed daily.
- The respirator should be placed in a plastic bag and properly tied before disposing into the garbage.
- The respirator should immediately be replaced if it is damaged or soiled.

The respirator should be removed carefully using the straps so as not to contaminate the employee. Do not touch the front of the respirator.
Personal hygiene is essential. Employees should wash their hands with soap and water as described above after removing and disposing of the respirator.

Where provision of hand washing facilities is not feasible, antiseptic hand cleanser and clean cloth or paper towels or antiseptic wipes will be provided. When antiseptic hand cleansers or wipes are used, hands shall be washed with soap and running water as soon as feasible.
APPENDIX K

Tool Disinfection

Tools that are shared between employees over several shifts will require disinfection.

All potentially contaminated tools must be cleaned using a solution of disinfectant cleaner and water. When mixing cleaner with water always add cleaner to water to prevent splashing.

Safety eyewear and gloves must be worn when handling cleaning solutions.

Proper cleaning involves soaking the tools in a drum or other suitable container of cleaning solution for at least 20 minutes to disinfect. After 20 minutes, the tools can be removed from the solution and rinsed and dried as required.

The drum of cleaning solution should be made fresh as needed. If tools are soaked in the drum at the end of each shift, the solution should be changed after 24 hours. The solution can be discarded down the sanitary sewer drains and flushed with additional water.
## APPENDIX L

### Ranking of Route Ridership as of End of 2008

Rank by Ridership  
Ridership is based on the most recent year's weekday, non-summer count.

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Route Name</th>
<th>2008 Ridership</th>
<th>Normal Service</th>
<th>Emergency Service</th>
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<tr>
<td></td>
<td></td>
<td></td>
<td>AM Peak</td>
<td>PM Peak</td>
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</table>
APPENDIX M

Key and Essential Employee Contact Numbers by Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Position Title</th>
<th>Name</th>
<th>Contact Information</th>
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</tbody>
</table>
## APPENDIX N

Bus Operations Overview of Workforce

<table>
<thead>
<tr>
<th>Workforce</th>
<th># of Employees</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
APPENDIX O – PAGE 1

SOP EMERGENCY CLEAN SWEEP AND DISINFECTION OF BUSES, VANS AND STREETCARS
APPENDIX P

Standard Operating Procedure - Bus Maintenance and Shops

TITLE
Pandemic – All Bus Maintenance Facilities and Vehicles

VEHICLE SERIES
All Buses and Maintenance Facilities

1.0 Purpose

In the advent of a Pandemic this procedure provides direction that will ensure vehicle maintenance adheres to applicable procedures listed in the HART Pandemic Plan. This will minimize service disruptions while maintaining an environment that is safe for our employees, customers and the environment.

1.1 To ensure all vehicles are decontaminated as per HART Pandemic Plan.

1.2 To ensure all work spaces and equipment are decontaminated as per HART Pandemic Plan.

1.3 To ensure employees are aware of and use proper protective equipment as per HART Pandemic Plan.

2.0 Scope

2.1 Activation of Pandemic Plan.

2.2 Decontamination of vehicles

2.3 Decontamination of workspaces and equipment

2.4 Decontamination of tools

2.5 PPE – Personal Protection Equipment

3.0 References

FEMA – Federal Emergency Management Agency
APTA – American Public Transportation Association
CDC – Center for Disease Control

4.0 Activation of Pandemic Plan

Only the Chief Executive Officer or his designate can declare an emergency. The Florida or Hillsborough County Health Departments will issue notification of a
pandemic emergency. The declaration of the emergency and implementation of the Pandemic Plan will then be conveyed by the Chief Executive Officer to the Department Chiefs and the Safety and Security Department. The Chiefs will notify their respective department heads. This in turn, will result in specific departmental command posts being activated.

5.0 Decontamination of Buses

5.1 Perform Daily Bus Servicing

5.2 Perform Emergency Clean Sweep of the HART Pandemic Plan each day prior to sending vehicle out for service

6.0 Decontamination of Workspaces and Equipment.

6.1 Perform section 9.6.2 of the HART Pandemic Plan.

7.0 Decontamination of Tools.

7.1 Perform Appendix K of the HART Pandemic Plan.

8.0 Personal Protective Equipment PPE

8.1 Perform section 9.5 PPE Program and Appendix K of the HART Pandemic Plan.

9.0 Personal Protective Clothing

<table>
<thead>
<tr>
<th>Ref #</th>
<th>Description</th>
<th>Part #</th>
<th>HART Code</th>
<th>Stock Code</th>
<th>Qty</th>
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<tbody>
<tr>
<td>1</td>
<td>Nitrile Gloves Extra large</td>
<td></td>
<td>670846</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Nitrile Gloves Large</td>
<td></td>
<td>670845</td>
<td></td>
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<tr>
<td>3</td>
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<td>Tyvek Coverall Extra Extra Large</td>
<td></td>
<td>670471</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Tyvek Coverall Extra Large</td>
<td></td>
<td>670472</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Tyvek Coverall Large</td>
<td></td>
<td>670470</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Tyvek Coverall Medium</td>
<td></td>
<td>670469</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 10.0 Special Tools List / Cleaning Products

<table>
<thead>
<tr>
<th>Ref #</th>
<th>Description</th>
<th>Supplier</th>
<th>Stock Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Germicidal Cleaner</td>
<td></td>
<td>650398</td>
</tr>
<tr>
<td>2</td>
<td>Garbage Bags</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Cloth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Spray bottle</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Zep 30</td>
<td>Zep</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lysol</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lysol Tub and Tile Cleaner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX Q – PAGE 1

DEPARTMENTAL CONTINGENCY PLAN TEMPLATE

The HART Pandemic Emergency plan provides guideline to maintain service levels to our customers. It is the responsibility of each department to develop their own contingency plans. These plans will outline the specific means in which they will manage routine and non-routine functions.

The template below provides the criteria in which all departments will follow.

<table>
<thead>
<tr>
<th>SECTION</th>
<th>CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scope and Objectives</td>
</tr>
<tr>
<td></td>
<td>Each department will develop a scope and objective that relates to its requirements under the Pandemic Plan.</td>
</tr>
<tr>
<td>2</td>
<td>Organizational Chart</td>
</tr>
<tr>
<td></td>
<td>Each department will include an organizational chart that illustrates roles and reporting structure. The chart can also include locations if portions of the staff are located in different locations.</td>
</tr>
<tr>
<td>3</td>
<td>Command Post</td>
</tr>
<tr>
<td></td>
<td>Identify the locations of the primary and alternate departmental command centers. List all contact information i.e. telephone, fax, and email.</td>
</tr>
<tr>
<td>4</td>
<td>Staff – roles, responsibilities, critical and routine functions</td>
</tr>
<tr>
<td></td>
<td>Determine all responsibilities and function each staff member performs. Determine what resources are needed to perform their duties and if staff can be relocated to satellite locations if necessary. Determine other resources in HART that could be utilized i.e. staff, computers, etc. Training – ensure all employees understand their role in the various plans and cross train (when possible) on duties.</td>
</tr>
</tbody>
</table>
## APPENDIX Q – PAGE 2

<table>
<thead>
<tr>
<th></th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>List all communication methods accessible to each person. Prepare a contact list of all numbers, email, etc.</td>
</tr>
<tr>
<td></td>
<td>Work Scheduling</td>
</tr>
<tr>
<td>6</td>
<td>If necessary, assign each section into teams for rotating shifts. Determine separate work areas if necessary. Determine time frame for rotating shifts.</td>
</tr>
<tr>
<td></td>
<td>Prioritized Critical Functions</td>
</tr>
<tr>
<td>7</td>
<td>Identify departmental critical functions, prioritize and assign responsibilities. Prepare scenarios with checklist for various components of these critical functions. Items to consider; loss of staff, inability to go to work, working from satellite locations, etc.</td>
</tr>
<tr>
<td></td>
<td>Equipment and supplies</td>
</tr>
<tr>
<td>8</td>
<td>Identify critical equipment and supplies. Identify their locations(s), suppliers and alternate suppliers.</td>
</tr>
<tr>
<td></td>
<td>Disinfection Protocol</td>
</tr>
<tr>
<td>9</td>
<td>Determine method(s) and schedule for disinfecting workstations, equipment, etc. Example – those going off-shift clean the station or those coming on-shift.</td>
</tr>
<tr>
<td></td>
<td>Hand washing stations</td>
</tr>
<tr>
<td>---</td>
<td>----------------------</td>
</tr>
<tr>
<td>If your building/area has been designated a hand washing area for staff and visitors, review policies for enforcement, monitoring, and re-stocking supplies. Assign responsibilities.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Visitor Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set criteria for visitors to your department or area i.e. limit or ban. NOTE: the Command Center may issue guidelines for visitor.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Delivery Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set criteria for deliveries to your department or area. NOTE: the Command Center may issue guidelines for deliveries.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Return to normal activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine return to normal activity criteria i.e. going off shift rotation, bringing people back from satellite locations, re-stock supplies, re-staff positions, etc.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Appendices</th>
</tr>
</thead>
<tbody>
<tr>
<td>A section for any departmental log sheets, plan revision history, training, supplies, etc.</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX R

DEPARTMENTAL CONTINGENCY PLANS
APPENDIX S

QUESTIONS FOR TRANSIT MANAGERS TO CONSIDER IN REFERENCE TO OPERATIONAL RESPONSE TO PANDEMIC FLU CONCERNS

- Is my transit agency located in an area of the United States where data indicates there is a higher than normal pandemic flu risk based on identified cases of pandemic flu infection?
- Does my transit agency transport passengers that may have a higher than normal risk of susceptibility to pandemic flu infection?
- Does my transit agency receive regular updates and guidance on pandemic flu response from local or regional emergency management personnel?
- Has my transit agency developed a plan, policy or set of protocols that will guide operational response to the risk of pandemic flu infection in regard to employees, passengers, and other members of the community?
- Has my transit agency distributed information to all employees that will help them protect themselves from the risk of pandemic flu infection?
- Has my transit agency developed an operational reporting and response procedure when there is a concern that an employee or passenger has been infected by the pandemic flu?
- Should my transit agency consider advising all operational employees who have regular contact with the public to wear protective gloves or other protective equipment when carrying out certain activities while on duty?
- Should my transit agency consider providing all operational employees with alcohol based disposable wipes or gel sanitizers for frequent hand cleaning use while on duty?
- Should my transit agency consider extra cleaning and disinfecting of the interior of transit vehicles to help maintain a healthy environment?

Answering these and other important operational questions in regard to transit agency operational response to pandemic flu infection risk can be assisted by coordinating with local or regional emergency management personnel and by going to the Centers for Disease Control and Prevention website at www.cdc.gov/business.
APPENDIX T – PAGE 1

BUSINESS PANDEMIC INFLUENZA PLANNING CHECKLIST

In the event of pandemic influenza, businesses will play a key role in protecting employees’ health and safety as well as limiting the negative impact to the economy and society. Planning for pandemic influenza is critical. To assist you in your efforts, the Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed the following checklist for large businesses. It identifies important, specific activities large businesses can do now to prepare, many of which will also help you in other emergencies. Further information can be found at www.pandemicflu.gov and www.cdc.gov/business.

1.1 Plan for the impact of a pandemic on your business:

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- Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from labor representatives.
- Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations by location and function during a pandemic.
- Train and prepare ancillary workforce (e.g. contractors, employees in other job titles/descriptions, retirees).
- Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies).
- Determine potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and/or production sites.
- Determine potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures).
- Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources and make sustainable links.
- Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.
- Implement an exercise/drill to test your plan, and revise periodically.

1.2 Plan for the impact of a pandemic on your employees and customers:

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- Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.
- Implement guidelines to modify the frequency and type of face-to-face contact (e.g. hand-shaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers (refer to CDC recommendations).
- Encourage and track annual influenza vaccination for employees.
- Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.
- Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed.
- Identify employees and key customers with special needs, and incorporate the requirements of such persons into your preparedness plan.
# APPENDIX T – PAGE 2

## 1.3 Establish policies to be implemented during a pandemic:

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</table>

Establish policies for employee compensation and sick-leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.

Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).

Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/cough etiquette, and prompt exclusion of people with influenza symptoms).

Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).

Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas (refer to CDC travel recommendations).

Set up authorities, triggers, and procedures for activating and terminating the company’s response plan, altering business operations (e.g. shutting down operations in affected areas), and transferring business knowledge to key employees.

## 1.4 Allocate resources to protect your employees and customers during a pandemic:

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</tbody>
</table>

Provide sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and receptacles for their disposal) in all business locations.

Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.

Ensure availability of medical consultation and advice for emergency response.

## 1.5 Communicate to and educate your employees:

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</tbody>
</table>

Develop and disseminate programs and materials covering pandemic fundamentals (e.g. signs and symptoms of influenza, modes of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans).

Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.

Ensure that communications are culturally and linguistically appropriate.

Disseminate information to employees about your pandemic preparedness and response plan.

Provide information for the at-home care of ill employees and family members.

Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system.

Identify community sources for timely and accurate pandemic information (domestic and international) and resources for obtaining counter-measures (e.g. vaccines and antivirals).

## 1.6 Coordinate with external organizations and help your community:

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</tr>
</tbody>
</table>

Collaborate with insurers, health plans, and major local healthcare facilities to share your pandemic plans and understand their capabilities and plans.

Collaborate with federal, state, and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.

Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services your business could contribute to the community.

Share best practices with other businesses in your communities, chambers of commerce, and associations to improve community response efforts.
APPENDIX U

Subject: Swine Flu Breakout Session at 2009 APTA Conference

Here are some of the high points from the session and some of the tools other agencies are using to keep their employees as well as the public informed:

1. Web site - pandemicflu.gov - useful site, heathytransit.com (sponsored by Bombardier)

2. Recorded message on safety and hygiene tips looping while customers are on hold at customer service

3. Masks are not a good idea for protection if you don't have the flu symptoms due to the wetness on the mask which attracts bacteria and spores; if considering masks get the N95 model. Most properties are not issuing masks but have them in stock just in case

4. Hold frequent safety meetings to field questions from the operators to keep them informed and to remain calm.

5. Agencies are modeling their plan after World Health Organization (WHO) recommendations

6. Cleaning solution - Frequency 256 (CDC recommended)
   - Use an electro static sprayer
   - Spray cleaning solution on cleaning cloth to reduce fumes and reduce actual amount used when applying on direct surfaces

7. Look at your procurement "Just in Time" purchases if the outbreak spreads and personnel reduce. Have a contingency plan that incorporates skill sets that may be transferable to other jobs as workforce becomes infected.

8. COOP plan - 11 how to steps on line DHS web site

9. Remain calm and keep the information flowing to employees and customers
Planning for H1N1 (Swine) Flu and Potential Pandemics

Hunter Zager
Tampa Bay Regional Emergency Response Advisor
Florida Department of Health

Pandemic Definition

Pandemic
An infectious disease epidemic (or outbreak) that affects people worldwide or over an extensive geographical area.
Influenza A

- Influenza A Virus
  - Proteins on outside
    - Hemagglutinin protein (HA)
      - 16 types
    - Neuraminidase protein (NA)
      - 9 types
  - Genetic material - RNA

Influenza Virus

Virus slips in
RNA issues orders
Viruses break out

Primitive “life” form with only one function: REPLICATION

High efficiency, High mutation rate, Confuses body defenses
Influenza Virus Transmission

Direct Transmission

Viral particles are contained in droplets resulting from an uncovered sneeze or cough.

Breathing them in can result in an infection.

Indirect Transmission

Viral particles may survive for a short time (2-8 hours) on many surfaces.

Touching these surfaces may transmit infection through eyes, nose, or mouth.
Why do we care so much about the flu?

• Influenza
  – Kills 36,000 people/year
  – Sickens 5-20% of the population
  – Hospitalizes over 200,000 people/year
  – Who is this affecting?

• What is different about a novel strain?

History:
Some Statistics from 1918

Death Toll Worldwide: 40 - 100 Million
Death Toll US: 650,000
Most Susceptible Population Age: 15-34
Number of Flu-Orphans in NYC: 21,000

Normal Flu Season Death Toll: 36,000
APPENDIX V - SUNCOAST SAFETY COUNCIL PLAN – PAGE 5

1918 – Waves of Pandemic

The three waves of the 1918 pandemic*

![Three wave graph of 1918 pandemic](image1)

Effects of social distancing in 1918**

*http://www.cdc.gov/ncidod/eid/vol12no01/pdfs/05-0979.pdf

**http://www.pnas.org/content/104/18/7582.full.pdf

History: Other Pandemics

1957 Asian Flu – US Deaths 69,800

1968 Hong Kong Flu – US Deaths 33,800

Pandemic Flu Scares:

1976 Swine Flu
1977 Russian Flu
1997 -1999 Avian Flu

Non-Flu Scare: SARS Multi-Country Outbreak
H1N1 (Swine) Flu: Current Affected Countries

Map produced: 11 June 2009 15:00 GMT
H1N1 Flu:
Current Situation

<table>
<thead>
<tr>
<th>Geo. Area</th>
<th>Cases</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida</td>
<td>247</td>
<td>0</td>
</tr>
<tr>
<td>United States</td>
<td>13,217*</td>
<td>27</td>
</tr>
<tr>
<td>Mexico</td>
<td>5,717</td>
<td>106</td>
</tr>
<tr>
<td>World</td>
<td>28,774</td>
<td>144</td>
</tr>
</tbody>
</table>

* - Confirmed and probable

As of 6/10/09

US Situation

*This map indicates geographic spread and does not measure the severity of influenza activity.
APPENDIX V - SUNCOAST SAFETY COUNCIL PLAN – PAGE 8

US Situation - 2008

2009 Flu Season in the US
Florida Situation

Florida Human Cases of Swine Flu Infection,
May 22nd, 2009

Legend
Number of Confirmed and Probable Cases

| Total | 0 | 1-4 | 5-6 | 7-10 | >10 |

Confirmed and probable cases by date of onset,
Florida, as of May 22, 2009
APPENDIX V - SUNCOAST SAFETY COUNCIL PLAN – PAGE 10

H1N1 Statistics

**FIGURE 1.** Number of confirmed (N = 822) and suspected (N = 11,358) cases of novel influenza A (H1N1) virus infection, by date of illness onset --- Mexico, March 11--May 3, 2009

**FIGURE 2.** Number of confirmed (N = 394)* and probable (N = 414)† cases of novel influenza A (H1N1) virus infection with known dates of illness onset --- United States, March 28--May 4, 2009§

**TABLE.** Number and percentage of confirmed cases of novel influenza A (H1N1) virus infection, by patient age group and hospitalization status --- United States and Mexico, March 1--May 5, 2009

<table>
<thead>
<tr>
<th>Age (yrs)</th>
<th>United States</th>
<th>Mexico</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No.</td>
</tr>
<tr>
<td>&lt;5</td>
<td>54</td>
<td>7</td>
</tr>
<tr>
<td>5-14</td>
<td>284</td>
<td>9</td>
</tr>
<tr>
<td>15-29</td>
<td>250</td>
<td>9</td>
</tr>
<tr>
<td>30-44</td>
<td>68</td>
<td>9</td>
</tr>
<tr>
<td>≥45-50</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>≥50</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Not available</td>
<td>23</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>642</td>
<td>35</td>
</tr>
</tbody>
</table>

- Most affected age groups
  - 5-14 years
  - 15-29 years
  - 30-44 years
State & Local Response

• State Department of Health = Lead
  – Pandemic Influenza Appendix to EOP
  – State EOC Activated to Level 2
    • ESF-8 Health & Medical was lead

• County Health Department = Local Lead
  – Each county has own Pandemic Influenza or Highly Infectious Disease Plan

State & Local Response

• Rapid Response & Containment
  – FIND the cases
  – TEST to confirm
  – CONTAIN the cases
  – TREAT the cases & high-risk contacts

• Community Mitigation
State & Local Response

FIND the Cases:

• Enhanced Surveillance
  – Hospitals & ERs
  – Physician Offices & Clinics
  – County Health Departments
  – Laboratories
• Centers for Disease Control & Prevention

TEST the Cases:

• Preliminary testing by DOH Lab
• Confirmation by the CDC

• Now, DOH Labs can do confirmatory testing.
State & Local Response

CONTAIN the cases:

• Isolate within healthcare facility
  OR

• Self-isolate at home
  – 7 days from onset of symptoms
  – Longer for children

State & Local Response

TREAT the cases & high-risk contacts

• Current form of H1N1 susceptible to:
  – Oseltamivir (aka Tamiflu)
  – Zanamivir (aka Relenza)

• 25% of the State’s allocation of antivirals from the Strategic National Stockpile was received and distributed among counties.
  – Also PPE and respiratory protection
State & Local Response

• Community Mitigation Strategies
  – Social distancing measures
  – School & child care closures
  – Business closures/modifications
  – Cancellation of public events
  – Support health care system
  – Treat cases, contacts, & provide prophylaxis

State & Local Response

• Support health care system
  – Hospital surge capacity
  – Supply management
  – Alternate (medical) treatment sites
  – Volunteer provision
    • Medical Reserve Corps
State & Local Response

• Antivirals – Guidance and/or Provision

State & Local Response

• Community Mitigation
  – DOH and CHDs work with following entities to determine need and implementation
    • Emergency Management
    • School Board

• Guidance
  – State & locals depend heavily on guidance from CDC and HHS
Planning Assumptions

• Once the pandemic takes hold, we have to assume that there will be little to no help from the national or even state level – not just for days, but for weeks, and perhaps months.
• Supplies of antivirals will be far less than needed for total-population coverage or even coverage of high-priority groups.
• Vaccine likely won’t be available for 6 to 9 months after the epidemic starts.

Behavioral Modifications

• Changing social norms is a big job.
  – Self-quarantine
  – Personal hygiene
  – Shaking hands
  – Use of masks
• Travel restrictions
• Home management of uncomplicated influenza cases
Preparing Workplaces for a Pandemic

- Critical Infrastructure
- Classifying Employee Exposure to a Pandemic
- Developing a Disaster Plan
- Protecting Employees & Customers

Planning for Businesses

- Consider the effects of a pandemic on your business.
- What would happen if:
  - Physical offices were closed?
  - Travel/shipping (domestic and/or international) was restricted?
  - Demand for product severely increased/decreased?
  - 30% (or more) of your workforce was not able to work?
Planning for Businesses

- Watch for public health warnings about flu.
- Be prepared to operate with 10% or more of your staff out sick.
- Plan for continuity of operations (COOP Plan).
- Define “essential” vs. “non-essential” services.

Planning for Businesses

- Pay special attention to infection control and good hygiene.
  - Hand washing
  - Covering mouth when coughing/sneezing
  - Frequent cleaning of surfaces
- Encourage staff to get yearly flu shots.
- Monitor for sick employees and customers as they arrive; require sick individuals to stay home.
Planning for Businesses

- Evaluate sick leave and family sick leave policies.
- Consider alternate work environments, locations, and/or schedules.
- Child care issues may be a problem.

Planning for Businesses

- Have a communications plan.
  - Multiple methods for contacting staff (hotlines, phone trees, email, etc.)
- Provide information to your staff’s families on these issues.
- Notify the health department of any unusual increase in influenza-like illness.
APPENDIX V - SUNCOAST SAFETY COUNCIL PLAN – PAGE 20

State & Local Response

Planning for Businesses

www.pandemicflu.gov
More Resources…

• CDC H1N1 Guidance For Businesses
  www.cdc.gov/h1n1flu/business/
  – Flyers, posters, guidance documents, presentation & podcasts!

• Also have specific pages for:
  – Clinicians
  – Parents & Caregivers
  – Schools & Childcare Programs
  – Travelers & Travel Industry

More Resources…

• Florida-Specific Information
  – www.doh.state.fl.us
  – Click on H1N1 link, under “News”

• Fact Sheets
• Media Releases
• Guidance for Parents & Health Care Providers
Cough Etiquette

• One simple, effective way to prevent spread is to cover your mouth when coughing/sneezing and wash your hands afterward!

• For printable posters on “Cover Your Cough”:
  – Go to www.cdc.gov
  – Search for “Cover your cough”
  – (Available in 5 languages!)
SUBJECT: PANDEMIC PLAN

APPENDIX V - SUNCOAST SAFETY COUNCIL PLAN – PAGE 25

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Keep sick @ home

Got the flu? Don’t bring it to work.

In it like a Champion (The Fly)?
Here’s a quick way to see if you might have a serious viral infection, such as influenza (The flu).

You might have the flu or another serious viral infection if...

• You have fever or chills.
• You have body aches, headache, and fatigue.
• You have a dry, hacking cough.

What to Do: Stay home or go home. See your doctor.

If it’s probably allergic or a cold if...

• You only have sniffles, sneezes or a mild cough.
• You feel fine or generally well.

What to Do: Stay home. Allergies or the common cold usually go away on their own.

---

Sick workers make other workers sick

Keep sick at home

www.fifthguy.com
Guidance from OSHA

Lessons Learned Thus Far...

- World Health Organization Phase changes and US Severity index are insufficient triggers for decision making.
- Pandemics are both local AND global.
- Timely and consistent guidance from the state and feds is key.
- Public information is a huge component of the response.
Progress so far…

• Federal, State and Local Plans in place
• Educate, educate, educate!
• Websites are available to public with VERY current information:
  
  www.cdc.gov
  www.doh.state.fl.us

A Few Things to Keep in Mind

• Seasonal flu vaccination may provide some immunity.
• Prevention methods will be our strongest tools in an influenza pandemic.
• Pandemics are more than just a health issue.
• IF YOU FAIL TO PLAN, THEN YOU PLAN TO FAIL.
Potential Effects of a Pandemic

• Economics
  – General productivity of work force go down (10% out sick continuously for weeks)
  – Decreased business travel, shopping, entertainment venues
  – Impaired shipment of goods (food, fuel, essential supplies)

Potential Effects of a Pandemic

• Social Issues
  – Stigmatization of vulnerable groups
  – Equity in access to care and application of isolation/quarantine
  – Potential for civil disorder/vigilante actions
  – Lack of trust in government and health care systems (especially if initial measures seem to fail)
APPENDIX W - H1N1 GUIDANCE FOR LAW ENFORCEMENT – PAGE 1

Interim Guidance for Law Enforcement Personnel for Protection from 2009 H1N1 Influenza Infection

This document provides interim guidance for law enforcement and security personnel. Component agencies are free to supplement this basic guidance based upon the specific needs of their operating environment. The information contained in this document is intended to complement existing guidance on H1N1 influenza posted on the Centers for Disease Control and Prevention website [www.cdc.gov](http://www.cdc.gov).

Background

The United States Government has declared a public health emergency in the United States. As a component of the Nation’s critical infrastructure, law enforcement personnel play a vital role in responding to requests for assistance and for maintaining public safety. Law enforcement personnel have frequent contact with the public, some of whom may be ill with 2009-H1N1 Influenza, in their role maintaining civil order.

The symptoms of H1N1 flu in people are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills and fatigue. Some people have reported diarrhea and vomiting associated with H1N1 flu.

Infectious Period

Persons with H1N1 influenza virus infection should be considered potentially infectious from one day before illness onset to seven days following illness onset. Persons who continue to be ill longer than seven days after illness onset should be considered potentially contagious until symptoms have resolved. Children, especially younger children, might potentially be contagious for longer periods.

Non-hospitalized ill persons who are confirmed or suspected case of H1N1 influenza virus infection are recommended to stay at home (voluntary isolation) for at least the first seven days after checking with their health care provider about any special care they might need if they are pregnant or have a health condition such as diabetes, heart disease, asthma, or emphysema. CDC guidance on care of patients at home can be found at [http://www.cdc.gov/swineflu/guidance_homecare.htm](http://www.cdc.gov/swineflu/guidance_homecare.htm).

Prevention of Infection

In order to prevent yourself from getting the flu, the most important act is to wash your hands. Other important actions include:

- Try to stay in good general health.
- Get plenty of sleep and be physically active.
- Manage your stress, drink plenty of fluids, and eat nutritious food.
- Try not touch surfaces that may be contaminated with the flu virus.
- Avoid unnecessary close contact with people who are sick.

Additional measures that can limit transmission of a new influenza strain include voluntary home quarantine of members of households with confirmed or probable H1N1 influenza cases, reduction of unnecessary social contacts, and avoidance whenever possible of crowded settings.

When it is necessary to enter a crowded setting or to have close contact with persons who might be ill, the time spent in that setting should be as short as possible. If used correctly, facemasks and respirators may help reduce the risk of getting influenza, but they should be used along with other preventive measures, such as avoiding close contact and maintaining good hand hygiene. A respirator that fits snugly on your face can filter out small particles that can be inhaled around the edges of a facemask, but compared with a facemask it is harder to breathe through a respirator for long periods of time. Respiratory protection is effective only if the correct respirator is used, it is available when needed, it is worn properly, and it has been stored and kept in working order in accordance with the manufacturer’s instructions. For more information on facemasks and respirators, visit [http://www.cdc.gov/swineflu/masks.htm](http://www.cdc.gov/swineflu/masks.htm).
Recommendations for Law Enforcement and First Responders

Interim recommendations:

If there HAS NOT been H1N1 influenza reported in the geographic area (http://www.cdc.gov/swineflu), law enforcement personnel should approach all persons as follows:

- Where possible, law enforcement personnel should stay more than 6 feet away from persons with flu-like symptoms and exercise appropriate routine respiratory secretion precautions in accordance with standing guidance.

If there is confirmed H1N1 influenza in the geographic area (http://www.cdc.gov/swineflu):

- Address scene safety:
  - If there are reports of persons exhibiting flu-like symptoms on scene, law enforcement personnel should don personal protective equipment for suspected cases of H1N1 influenza prior to entering scene.
  - If there are no reports that there are individuals with H1N1 symptoms on the scene, and law enforcement personnel arriving at the scene determine that persons are exhibiting symptoms, law enforcement personnel should stay more than 6 feet away from those persons with symptoms, if possible, and exercise appropriate routine respiratory secretion precautions while maintaining close interaction with people suspected of having the flu.

Personal protective equipment (PPE):
Interim recommendations:

- When in close sustained contact with a suspected case of H1N1 influenza as defined above, the following PPE should be worn:
  - Fit-tested disposable N95 respirator and disposable non-sterile gloves.

- When approaching a person that is not a suspected case of H1N1 influenza but who has symptoms of a flu-like illness, the following precautions should be taken:
  - If available, place a standard surgical mask on the person, if tolerated. If not tolerated, law enforcement may wear a mask.
  - Use good respiratory hygiene – use non-sterile gloves for contact with patient, patient secretions, or surfaces that may have been contaminated. Follow hand hygiene including hand washing or cleansing with alcohol-based hand disinfectant after contact.
  - Be aware of possible cross contamination of other surfaces (i.e. vehicle steering wheels, door handles) that may have been touched by persons wearing gloves that may be contaminated.
  - Prisoner transport vehicles should be routinely cleaned with soap or detergent and water to remove soil and organic matter, followed by the proper use of disinfectants. Influenza viruses are susceptible to inactivation by a number of chemical disinfectants readily available from consumer and commercial sources (for more general information about disinfection of environmental surfaces, see the CDC/ Healthcare Infection Control Practices Advisory Committee (HICPAC) “Guidelines for Environmental Infection Control in Health-Care Facilities,” available at: http://www.cdc.gov/ncidod/dhqp/gl_environinfection.html)
APPENDIX X - MASS TRANSIT SUB-SECTOR GUIDE – PAGE 1

PANDEMIC INFLUENZA
Preparedness, Response, and Recovery
GUIDE FOR CRITICAL INFRASTRUCTURE AND KEY RESOURCES

Annex:
Mass Transit Sub-Sector
Pandemic Guideline
ANNEX: Mass Transit Sub-Sector Pandemic Influenza Planning Guideline

Purpose: This Sector-specific guideline is an annex to the Pandemic influenza Preparedness, Response, and Recovery Guide for Critical Infrastructure and Key Resources (CIKR Pandemic Influenza Guide) and intends to assist the owner and operators within the Mass Transit Sub-Sector of the Transportation Sector with planning for a catastrophic pandemic influenza. Organizations that fail to prepare for such a prolonged catastrophic event may find themselves without the staff, equipment, or supplies necessary to continue providing essential transportation services for their customers and the nation. For a copy of the complete CIKR Pandemic Influenza Guide, please see www.pandemicflu.gov/plan/pdf/cikrpandemicinfluenzaguide.pdf.

How to Use Guidelines: The guidelines serve as a non-prescriptive reference for owner-operators and a practical tool that contingency planners can use to augment and tailor their existing emergency response plans given the unique challenges a pandemic influenza presents. It is important to integrate this influenza pandemic planning with your organization’s existing business continuity and emergency response plans and/or the CIKR Pandemic Influenza Guide’s comprehensive framework for influenza pandemic catastrophic planning. This annex addresses the major challenges the Mass Transit Sub-Sector may face and should assess in its pandemic influenza planning within the seven key areas of vulnerability highlighted in blue boxes in the Guideline. While not necessarily applicable to all organizations in a given sector, each relevant Action, Supporting Action, and Question in the guideline can be integrated and managed as a separate checklist item during the planning process.

- **Actions**: These are primary checklist items with numerous related supporting actions and questions to consider.
- **Supporting Actions**: Expanding on the overarching action, these supporting actions offer specific suggestions for further study.
- **Questions to Consider**: These questions are designed to focus on the main and supporting actions. The questions are not comprehensive; they are designed simply to represent a starting point to stimulate thinking about further actions and options.

Planning Assumptions: Influenza pandemics are unpredictable events; it is impossible to forecast their characteristics or severity accurately. The Centers for Disease Control and Prevention define a severe pandemic influenza as a Category 4 or 5 with case fatality ratio of 1 percent or higher. Given today’s highly mobile population, if a severe pandemic influenza emerges, outbreaks may occur nearly simultaneously across the country making reallocation of resources more difficult than in other emergencies. Therefore, each sector must rely primarily on its own internal resources and workers, for protection (including security) and response. While an influenza pandemic will likely affect a given community for six to eight weeks, nationally a wave may linger for up to 12 weeks. Thus, even though a community outbreak may have subsided, businesses in those communities that depend on a national supply chain may find themselves without the necessary materials, supplies, and workforce because other communities across the country may still be affected by an outbreak. The guidance, which is based on disease impact assumptions (pandemicflu.gov/plan/parcplan.htm) from the CDC, includes the following:

- **Susceptibility to the pandemic influenza virus will be universal.**
- **Once sustained person-to-person transmission begins, the disease will spread rapidly around the globe.**
- **The clinical disease attack rate will likely be 30 percent or higher in the overall population during the influenza pandemic.**
- **Rates of absenteeism will depend on the severity of the influenza pandemic. In a severe pandemic, absenteeism attributable to illness, the need to care for ill family members and fear of infection may reach 40 percent during the peak weeks of a community outbreak.**
- **Epidemics will last 6–8 weeks in affected communities.**
- **Multiple waves (periods where community outbreaks strike across the country) will likely occur with each lasting 2–3 months.**

For detailed information on the complete set of planning assumptions and the influenza pandemic context, see Section 3 of the CIKR Pandemic Influenza Guide and the other Federal guidance at www.pandemicflu.gov.

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### APPENDIX X - MASS TRANSIT SUB-SECTOR GUIDE – PAGE 3

#### ESSENTIAL SERVICES, FUNCTIONS, AND PROCESSES

Every day, public- and private-sector mass transit organizations transport millions of passengers, and to a lesser extent goods and services, by various modes, including bus, rail, ferry, trolley, and paratransit. Mass transit’s role in sustaining the nation’s economy is significant. Disruption to these services may cause local, regional, and national challenges. Proactive planning with emergency management, public safety, and government officials will help integrate essential mass transit operations into community emergency response plans. Other specific functions and processes include: receiving, holding, serving and managing passengers and goods; providing customer service support; managing transit security operations; overseeing control center functions; coordinating scheduling and dispatch; collecting revenue; business and HR support operations; maintaining critical equipment; and ensuring passenger, worker, and operational safety.

<table>
<thead>
<tr>
<th>ACTION</th>
<th>Identify and assess essential services, functions, and processes.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>SUPPORTING ACTIONS</strong></td>
</tr>
<tr>
<td>✔️</td>
<td>Maintain those essential functions and processes related to</td>
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<tr>
<td></td>
<td>essential services and operations.</td>
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<tr>
<td>✔️</td>
<td>Identify potential “non-essential” services, functions, and</td>
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<tr>
<td></td>
<td>processes that can be suspended or adapted to other more</td>
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<td></td>
<td>essential uses.</td>
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<tr>
<td>✔️</td>
<td>Communicate with customers and local emergency response officials</td>
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<td></td>
<td>the need to jointly plan and prepare for an influenza</td>
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<tr>
<td></td>
<td>pandemic.</td>
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<td></td>
<td><strong>QUESTIONS TO CONSIDER</strong></td>
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<tr>
<td></td>
<td>How would a severe influenza pandemic affect customer demand and</td>
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<td></td>
<td>operations? For example, disease containment strategies may</td>
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<td></td>
<td>increase demand for mass passenger carriers (i.e., bus and rail),</td>
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<td></td>
<td>while demand for taxi and paratransit type vehicles might</td>
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<td></td>
<td>decrease.</td>
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<td>At what level, if any, are businesses and other destinations</td>
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<td>where passengers typically travel likely to continue operating?</td>
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<td>What will the impact be if “non-essential” businesses reduce</td>
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<td>operations or close temporarily? Will passenger demand decrease</td>
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<td>for such transporting essential workers who need the transit</td>
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<td>service? For example, medical (i.e., hospital and medical care)</td>
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<td></td>
<td>How might the organization creatively adapt its services to</td>
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<td>support the community or nation? For example, could private</td>
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<td></td>
<td>motor carrier buses be used to augment traditional bus routes</td>
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<td>to increase capacity and reduce passenger contact? Would our</td>
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<td>pools improve protection? Can communities assign trained staff</td>
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<td></td>
<td>to buses and trains to assist passengers, provide medical, and</td>
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<td></td>
<td>ensure social distancing measures are followed? Can priority</td>
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<td></td>
<td>status and handling be designated for passengers traveling to</td>
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<td></td>
<td>medical centers?</td>
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</tbody>
</table>

#### ESSENTIAL ASSETS AND EQUIPMENT

Unlike other disasters, an influenza pandemic will not physically damage infrastructure. However, planners should assess the impact absenteeism could have on operations. High absentee rates will make it difficult to maintain repair sites (e.g., city/county maintenance centers, repair and towing shops). A worker shortage may delay in-house maintenance and repair of assets and equipment, including engines, electronics, rail, and roadways. For entities that remain operational, the impact on the supply chain may limit the availability and delivery of replacement parts and supplies. Essential assets and equipment include: heavy/light railroad locomotives and cars; buses; taxis, ferries; paratransit vehicles; railroad/roadway maintenance, repair and safety equipment; fueling equipment and systems; customer ticketing; traction power substations; signal house; security assets; and IT communication assets for monitoring, dispatch, and safety.

<table>
<thead>
<tr>
<th>ACTION</th>
<th>Review equipment critical to support each essential function.</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td><strong>SUPPORTING ACTIONS</strong></td>
</tr>
<tr>
<td>✔️</td>
<td>Identify assets and equipment that must be</td>
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<tr>
<td></td>
<td>operated continuously and/or at key periods to</td>
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<td></td>
<td>sustain essential functions processes.</td>
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<tr>
<td>✔️</td>
<td><strong>QUESTIONS TO CONSIDER</strong></td>
</tr>
<tr>
<td></td>
<td>Can typical processes be modified temporarily to sustain</td>
</tr>
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<td></td>
<td>essential assets and equipment? For example, could buses,</td>
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<td></td>
<td>railroads, and ferry equipment be used in a more efficient and</td>
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<td>less demanding manner to try and reduce maintenance and repair</td>
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<td></td>
<td>requirements?</td>
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</table>

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Identify assets and equipment that must be operated continuously and/or at key periods to sustain essential functions processes.

- Identify and prioritize safety and security requirements for maintaining essential equipment and assets.

- Review all primary and supporting assets to identify potential single-point failures and possible cascading consequences.

- Consider how each action relates to those developed to address other emergencies in existing Mass Transit business contingency plans, and in the Transportation Sector-Specific Plan to the National Infrastructure Protection Plan (NIPP). See: www.dhs.gov/library/assets/Transportation_Emerg_Plan_5_21_07.pdf

ACTION: Prepare to sustain essential equipment for a wave lasting up to three months.

✓ SUPPORTING ACTIONS

- Prioritize the options available to address demands on essential resources.

- Plan to rely on in-house or available local maintenance and repair/replacement support for 2-3 months during a pandemic influenza wave.

- Assess recurring and preventative maintenance requirements.

- Assess implications if essential assets fail early on during the pandemic influenza outbreak.

- Consider establishing a pandemic influenza

QUESTIONS TO CONSIDER

- Can typical processes be modified temporarily to sustain essential assets and equipment? For example, could bus, rail, and ferry equipment be used in a more efficient and less demanding manner to try and reduce maintenance and repair requirements?

- Could non-essential facilities be closed to consolidate operations and supplies? For example, could focus bus maintenance sites and dispatch centers be operated and still adequately support all operations and equipment?

- What are the recurring maintenance requirements for the facilities used to house equipment, passengers, and employees? Do they demand a continuous level of operations, maintenance and repair? What backup options exist in case of facility environmental equipment breakdowns during times of extreme weather?

- How will public concern over disease transmission affect demand in public transit use, especially in urban areas?

- When assessing potential single-point failures, what are the possible and plausible primary and supporting asset/equipment challenges (e.g., special driver and maintenance technician availability, adequate fuel, electricity availability and security, emergency rail, bridge and roadway repair, non-standard replacement and repair part accessibility, backup generators, fuel supply, security and safety equipment availability, Internet and telecommunications scheduling and control, and dispatch resilience)?

- Have standard operating and emergency procedures been developed for all essential processes and equipment? If so, have they been distributed broadly to managers and staff?

- Has a full assessment (i.e., Preliminary Hazard Analysis) been conducted for all systems to identify potential single-point failures based on the pandemic influenza planning assumptions?

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## APPENDIX X - MASS TRANSIT SUB-SECTOR GUIDE – PAGE 5

### ESSENTIAL RAW MATERIALS AND SUPPLIES

A severe pandemic influenza may disrupt access to suppliers and to suppliers’ manufacturers for up to three months – much longer than other disasters. Direct impacts on individuals, businesses, and the nation from the virus, and disease mitigation strategies indirectly, may affect production and delivery of materials and supplies. Mass transit entities should assess their supply chain networks from their in-house storage capacity to all 1st, 2nd, and beyond distributor levels. Given a reliance on “just-in-time” delivery and other potential impacts that could shut down the supply chain, entities may consider stockpiling essential items such as lubricants, filters, belts, tires, electronics as well as worker protection and environmental cleaning material (e.g., masks, gloves, hand sanitizer and surface disinfectants).

### ACTION

<table>
<thead>
<tr>
<th>Identify materials and supplies to sustain essential functions and equipment for up to three months.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUPPORTING ACTIONS</strong></td>
</tr>
<tr>
<td>• Identify critical material and supplies (e.g., fuel, lubricants, refrigerants, filters, repair parts) necessary to maintain essential mass transit assets and equipment.</td>
</tr>
<tr>
<td>• Prioritize essential material and supplies necessary to operate equipment and sustain essential functions.</td>
</tr>
<tr>
<td>• Identify options to reduce demand for essential supplies and materials.</td>
</tr>
<tr>
<td>• Assess all internal and external supply-chain support operations and contracts.</td>
</tr>
<tr>
<td>• Explore options that might reduce the need to stockpile high-cost supplies or hazardous materials on-site at each business.</td>
</tr>
<tr>
<td>• Assess costs to procure, stock, and/or ensure delivery of essential materials.</td>
</tr>
<tr>
<td>• What can the business afford to stockpile and what must it stockpile? How might these additional extraordinary costs be funded (e.g., retained earnings, special disaster fund, and/or government support)?</td>
</tr>
</tbody>
</table>

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## ACTION
Determine the most effective ways to ensure an adequate supply of essential materials.

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Identify physical/safety limitations in stocking sufficient essential supplies/materials locally.</td>
<td>Is there adequate space on-site at vehicle garages and maintenance and rail support areas to expand storage of fuels and supplies temporarily?</td>
</tr>
<tr>
<td>✔ Identify a formal chain of command to ensure someone is available to authorize major emergency procurements.</td>
<td>Are open warehouses or storage containers available locally on short notice to serve as temporary storage sites?</td>
</tr>
<tr>
<td>✔ Identify additional security needs for expanded and newly created high-value or at-risk material stockpiles.</td>
<td>Can these essential materials and supplies be safely, legally, and practically stored at local/regional distribution centers or at dispersed sites along likely travel routes?</td>
</tr>
<tr>
<td>✔ Identify potential risk through 1st/2nd/3rd-order vulnerabilities or unintended effects to supply chain (i.e., who supplies the suppliers?).</td>
<td>Are there realistic options for obtaining these essential materials/supplies elsewhere during an influenza pandemic (e.g., Fed/State/local government stockpile, mutual assistance business stockpile, or excess capacity in large or “non-essential” businesses)?</td>
</tr>
<tr>
<td>✔ Coordinate with all supply-chain vendors and normal support sites.</td>
<td>Are essential workers authorized to expedite purchases of supplies and materials via credit card or purchase order when supervisors are not available to approve or make purchases?</td>
</tr>
</tbody>
</table>

- To improve availability options, are these pre-established contracts with multiple vendors of essential supplies? Who do the business’ vendors rely on for their supply and transport services? Are they different or the same provider? If not, how are they impacted?

- What happens if the supply chain cannot provide required materials or supplies? How quickly would that affect your ability to provide essential services? How will customers, vendors, and government emergency response officials be notified of potential impacts?

- Have planning and preparedness actions been integrated with local/regional suppliers to promote interface resilience and priority support for the business’ essential requirements (e.g., repair sites and fueling stations)?

- Are there vulnerabilities in support for the business’ primary suppliers and supply sites? For example, is there a priority for fuel distributors to re-supply specific local fueling stations in the area and are these the same ones on which the business relies?

- How can you provide incentives for essential supplies and support contractors to become better prepared? For example, can the business collaborate on planning, integrate preparedness training, and stipulate pandemic influenza certification in all supply contracts?
### ESSENTIAL WORKERS

A severe pandemic flu may cause extended absences for essential workers, which might affect the organization and its supply chain. During a severe pandemic influenza, workforce absenteeism may range from 25 to 40 percent. Complicating matters, the disease will strike suddenly among employees from the boardroom to the mailbox. Ensuring disciplined workplace personal hygiene and appropriate social distancing strategies may reduce absences rates for illnesses and other related reasons. Organizations may also consider stockpiling certain medical (e.g., antiviral medications, see www.pandemicflu.gov/vaccine/medicinal.html) and non-medical countermeasures (e.g., hand disinfectants, gloves, face masks). A list of essential workers may include: bus drivers; rail operators; taxicab and paratransit drivers; ferry operators; equipment and roadway maintenance and repair workers; operations center personnel, safety inspectors; security officers; passenger and vehicle scheduling; key administration workers; occupational health personnel; operations supervisors; and executive management.

#### ACTION
Identify the types and numbers of workers critical to sustain essential functions.

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Identify essential workers based on their positions/know how much to sustain essential functions and equipment.</td>
<td>Have the worker categories and specific workers who are essential to operate and maintain the essential functions and equipment necessary to maintain the most essential services been formally identified and communicated to the business workers and appropriate unions and other organizations?</td>
</tr>
<tr>
<td>Define the roles and responsibilities of employees, labor organizations, staff, supervisors, managers, and staff medical personnel during an influenza pandemic.</td>
<td>Are there contracts in employing union and non-union workers or for specific local worker contracts that should be negotiated in advance of an influenza pandemic (e.g., can skilled railroad maintenance technicians serve as engineers temporarily, or non-union drivers fill in for all union drivers)?</td>
</tr>
<tr>
<td>Assess impacts from short-term and extended absences by essential workers.</td>
<td>What different challenges does the organization face with full-time, part-time, or seasonal employees, and how are these addressed in planning and preparation efforts?</td>
</tr>
<tr>
<td>Assess requirements given differences in operational demands for essential workers (e.g., rail operations-related to this and bus drivers vs. office-based dispatchers).</td>
<td>Are there differences in the organization’s workforce by age and/or family status? For example, a predominantly young workforce with employees with more school age children will likely be affected more profoundly by school closures and self-isolation?</td>
</tr>
<tr>
<td>Assess the options to obtain contractor backup support on essential operations and determine how quickly that can be started.</td>
<td>Do contract employees provide essential in-house or off-site services for vehicles, electronics, business functions, and passenger support operations (e.g., workplace and vehicle cleaning, equipment repair, and telecommunications, critical business administrative operations, computing, and internet access support)?</td>
</tr>
<tr>
<td>✓</td>
<td>What are the different workforce challenges for on-site vs. off-site and full vs. part-time contractors to perform critical functions?</td>
</tr>
<tr>
<td></td>
<td>What are the potential impacts of changes in demand and adjustments in available operations (e.g., service routes, hours, modes) on essential worker requirements and numbers?</td>
</tr>
<tr>
<td></td>
<td>Have these workers who might not typically be considered “essential” in most disaster situations, but still become essential during a pandemic flu been reassigned, such as vehicle cleaners and station janitors?</td>
</tr>
<tr>
<td></td>
<td>Are there ways to automate or electronically augment some of the essential functions of your workforce (i.e., safety inspectors and security workers)?</td>
</tr>
<tr>
<td></td>
<td>What essential operations might need to be maintained temporarily through external contractor support (e.g., passenger waiting and vehicle movement physical security)?</td>
</tr>
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## APPENDIX X - MASS TRANSIT SUB-SECTOR GUIDE – PAGE 8

### ACTION
Identify policies and procedures to ensure a safe workplace.

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Emphasize worker/workplace disease control/protection. See: <a href="http://www.pandemicflu.gov/plan/workplaceplanningindex.html">www.pandemicflu.gov/plan/workplaceplanningindex.html</a></td>
<td>Has stockpiling emergency supplies such as food and water been considered for workers who may be retained at the workplace for extended shift periods (e.g., control or emergency operations centers)?</td>
</tr>
<tr>
<td>✓ Determine the types of Personal Protective Equipment (PPE) that may be best for various worker types and worksites. For information on suggested PPE use, see: <a href="http://www.osha.gov/Publications/Influenza_pandemic.html">www.osha.gov/Publications/Influenza_pandemic.html</a></td>
<td>What will requirements for maintaining social distancing, equipment decontamination and worker personal protection and barriers have on normal and emergency operations and services for all mass transit modes?</td>
</tr>
<tr>
<td>✓ Consider implementing a process to screen employees and visitors at the entrances to critical facilities.</td>
<td>Should worksite and vehicle (driver, passengers and cargo areas) cleaning procedures be enhanced (<a href="http://www.osha.gov/Publications/Influenza_pandemic.html">www.osha.gov/Publications/Influenza_pandemic.html</a>)?</td>
</tr>
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</table>

### ACTION
Identify policies and procedures to protect and sustain workers during an influenza pandemic.

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Reduce demands on essential workers.</td>
<td>Are there practical temporary options that can be explored to increase worker availability (e.g., extending shifts to 12 hours, adding overtime, and using other non-essential workers)?</td>
</tr>
<tr>
<td>✓ Temporarily augment essential worker ranks.</td>
<td>Could non-essential staff be sent home to reduce disease transmission at the workplace?</td>
</tr>
<tr>
<td>✓ Coordinate with officials on using non-licensed workers during an influenza pandemic.</td>
<td>Has the need for and conditions requiring more extreme measures, such as queuing essential drivers, repair technicians or dispatch workers on-site been considered?</td>
</tr>
<tr>
<td>✓ Consider, where practical, plans to have an increased number of appropriate employees work from a safer off-site location (i.e., home).</td>
<td>In the event of an emergency, have less essential workers (e.g., mailroom workers) been cross-trained to perform essential jobs (e.g., ticketing, dispatch)?</td>
</tr>
<tr>
<td>✓ Develop protocols (i.e., seek medical attention, stay away from work, notify supervisor) for employees to follow if they</td>
<td>Could off-site work options be employed for at least part of the organization’s staff (e.g., payroll, bookkeeping)?</td>
</tr>
</tbody>
</table>

Last Updated: 3.24.08
contract virus, show symptoms, or have ill family members.  

- Have locations to screen workers before they begin their shift been considered? Are there “self declaration” forms for workers to assess their and their family’s health?  
- Can the business effectively separate workers (e.g., bus, taxi cab, and paratransit drivers) from passengers by physical distancing and/or appropriate barriers during operations?  

**ACTION** Identify Human Resource (HR) and protective actions to sustain essential workforce.  

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
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</thead>
<tbody>
<tr>
<td>Assess standard Mass Transit business HR policies and procedures.</td>
<td>Have existing policies been adapted and/or new sick leave policies been developed to support ill workers and well workers with ill family members? (<a href="http://www.pandemicfla.gov/plan/community/communication.html">www.pandemicfla.gov/plan/community/communication.html</a>)?</td>
</tr>
<tr>
<td>Develop additional HR policies specific to pandemic influenza response.</td>
<td>Has the organization met with worker unions and other HR groups on implementing new policies temporarily?</td>
</tr>
<tr>
<td>Identify likely legal considerations that may arise from these new HR actions.</td>
<td>Has adding provisions in the relevant union labor contracts been considered to address actions to be taken if a pandemic influenza emergency is officially proclaimed – it may necessitate the temporary suspension of certain collective bargaining agreement provisions?</td>
</tr>
<tr>
<td>Develop plans and procedures that provide support and assistance to employees’ families.</td>
<td>Have the potential risks and the organization’s planning and preparedness actions for potential HR policy changes been communicated with workers and their families?</td>
</tr>
<tr>
<td>Provide regular communication to all staff on the latest pandemic influenza recommendations.</td>
<td>Have the actions to help reduce potential abuse of your leave policies been identified?</td>
</tr>
<tr>
<td></td>
<td>Have the legal and business effects from employing emergency HR policies (e.g., costs associated with leave policies, essential vs. non-essential worker status) been identified?</td>
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<tr>
<td></td>
<td>Have relevant Federal (e.g., Federal Medical Leave Act, <a href="http://www.dol.gov/whd/ffmla">www.dol.gov/whd/ffmla</a>), State, or local laws that govern extended emergency leave been reviewed with workers?</td>
</tr>
</tbody>
</table>

**ESSENTIAL INTERDEPENDENCIES**  
When a pandemic influenza strikes, it will affect all sectors of society. Preparedness and response will require a coordinated sector-wide response, including Federal, State, and local governments and most importantly the private sector. To enable a swift pandemic influenza response and recovery, the Mass Transit Sub-Sector must identify and be able to sustain the essential interdependencies it supports and relies upon within and across sectors. Interdependencies requiring advanced coordination include support from municipal utilities, businesses, government health, safety and emergency response agencies, as well as essential goods and services from others such as fuel (gasoline, CNG and diesel), electricity, healthcare, telecommunications, and first responders.  

**ACTION** Identify the interdependent relationships and take actions to sustain this essential support.  

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
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<tbody>
<tr>
<td>Assess sector and external cross-sector essential service support requirements.</td>
<td>Within the Transportation Sector and other sectors, which entities do you depend on most to sustain essential operations, and vice versa?</td>
</tr>
<tr>
<td>Assess the capability of the sub-sector’s associations and government alert networks, as well as other informal mutual aid and assistance networks to reduce vulnerabilities.</td>
<td>What has the organization done to coordinate with and enhance its priority for support from entities on which it depends inside and outside of the sector?</td>
</tr>
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<td>What critical customers (e.g., hospitals, critical manufacturing facilities, low-income housing) depend most on specific mass transit route operations? What should/could be done to prioritize support for them?</td>
</tr>
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<table>
<thead>
<tr>
<th>ACTION</th>
<th>Identify Federal, State, and local regulatory requirements that may affect business operations.</th>
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<tbody>
<tr>
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<td><strong>SUPPORTING ACTIONS</strong></td>
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<td></td>
<td>• Are there direct/indirect impacts on operations to address, such as ensuring temporary safety</td>
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<td>policies (e.g., authorities to mandate social distancing procedures, for bus and rail operations),</td>
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<td>and reinforcing of existing regulations (e.g., the price gouging)?</td>
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<td>• What impact could result from government response actions and cross-jurisdictional differences</td>
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<td>in response (e.g., quarantine of specific communities, local travel restrictions)?</td>
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<td>• Are there temporary regulatory waivers to consider in sustaining essential operations (e.g.,</td>
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<td>extended hours of service, adjusting反正等安全检查频次)?</td>
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<td>• Are there potential temporary worker and workforce regulatory challenges specific to a</td>
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<td>pandemic influenza that should be considered (e.g., authorizing drivers to operate on recently</td>
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<td>expired CDLs and other credentials if credentialing offices are closed from pandemic influenza)?</td>
</tr>
<tr>
<td></td>
<td>• What issues may arise from temporarily modifying safety/licensing procedures that</td>
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<td>organizations' asset plans to offset (e.g., insurance carrier restrictions, and greater monitoring</td>
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<td>of those drivers who may be allowed to exceed hours of service)?</td>
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<tr>
<td></td>
<td>• Will the State temporarily waive CDL and other driver's licenses and certification</td>
</tr>
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<td>regulations to perform essential jobs temporarily?</td>
</tr>
<tr>
<td></td>
<td>• In a crisis, will the State recognize another State's operator's CDL and certification (e.g., to</td>
</tr>
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<td>allow qualified drivers to cross state lines and work)?</td>
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Last Updated: 3.24.08
IMPACTS FROM COMMUNITY DISEASE MITIGATION STRATEGIES

To reduce health impacts from a pandemic influenza, Federal, State, and local government authorities, as well as private entities, may implement strategies, including voluntary isolation, voluntary home quarantine, school closures, and social distancing of adults in the community and workplace. The public health and social distancing strategies may ultimately contain the disease and will reduce the risk of infection and death, but there may be significant negative consequences for the Mass Transit Sub-Sectors. For more information on these potential strategies, please see www.pandemicflu.gov/plan/community/mitigation.html, particularly Appendix 4, and Section 3 of the CIER Pandemic Influenza Guide.

**ACTION** Identify effects from mitigation strategies; take actions to reduce negative impacts.

<table>
<thead>
<tr>
<th>SUPPORTING ACTIONS</th>
<th>QUESTIONS TO CONSIDER</th>
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<tr>
<td>Calculate effects of Community Disease Mitigation Strategies (<a href="http://www.pandemicflu.gov/plan/community/mitigation.html">www.pandemicflu.gov/plan/community/mitigation.html</a>) on the organization, workers, and community.</td>
<td>What impacts will the mitigation strategies have on worker absentee rates? For example, how will it affect workers and their families if students are dismissed and daycare facilities closed for weeks at a time?</td>
</tr>
<tr>
<td>Coordinate and determine the strategies the State/community may employ.</td>
<td>What are the direct and indirect costs associated with expanding sick leave policies to support mitigation strategies like home isolation and family quarantine?</td>
</tr>
<tr>
<td>Discuss the potential impacts from strategies with the organization’s workers.</td>
<td>How can you survey your employees to identify who may need to stay home, telework, or work an alternate schedule to care for children because they are dismissed from school or childcare?</td>
</tr>
<tr>
<td>Familiarize yourself with your community’s pandemic influenza planning trigger points and the CDC’s Pandemic Influenza Severity Index to determine the use of mitigation interventions.</td>
<td>If you do not have adequate sick leave or other compensation options available, what are the near- and long-term impacts on the workforce and the business if workers are absent for prolonged periods?</td>
</tr>
</tbody>
</table>

For additional information, including a PDF copy of the complete Pandemic Influenza Preparedness, Response, and Recovery Guide for Critical Infrastructure and Key Resources, visit www.pandemicflu.gov or email your questions to dhspandemic@dhs.gov.
STANDARD OPERATING PROCEDURE
HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

PANDEMIC PLAN

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ORIGINATED BY: Donna M. Loy, Manager of Passenger Amenities and Facilities
DATE: 7/24/09

David Kelsey, Manager of Safety, Security and Training
DATE: 7/24/09

REVIEWED BY: Philip R. Hale, Chief of Maintenance and Engineering
DATE: 7/25/09

Joseph Escobedo, Chief of Operations
DATE: 7/24/09

APPROVED BY: David Armijo, Chief Executive Officer
DATE: 7/27/09
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

## Waste Management Plan

<table>
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**ORIGINATED BY:** Dale Smith, Manager of Facilities Maintenance  
**DATE:** 6-4-13

**REVIEWS BY:** George Hauck, Manager of Fleet Maintenance  
**DATE:** 6-4-13

**APPROVED BY:** Steven Taylor, Director of Maintenance  
**DATE:** 6-4-13
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1. **SCOPE**

This Waste Management Plan (WMP) is designed to provide procedures and responsibility for the generation, marking, storage, handling, and disposal of waste material including hazardous and petroleum waste material at HART. Moreover, this plan sets forth applicable waste management training requirements and record keeping. Effective implementation of the WMP requires attendance in an eight-hour waste management training session and successful completion of the associated exam. Together, the WMP and training course provide the information needed to comply with applicable environmental regulations.

2. **PURPOSE**

Waste management procedures are the central component of HART’s WMP. These procedures establish the framework through which all of the other environmental components are developed and implemented. It is imperative that managers and supervisors with environmental responsibilities have a thorough understanding of the procedure requirements associated with the WMP.

One of the objectives of the plan is to keep up with government hazardous materials regulations and to stay prepared for any future inspections by the FDEP. A HART facility map showing trench drains, oil/water separators, and storage vessels is contained in Appendix A of this plan.

The WMP is supplemental to the "Emergency Response Contingency Plan" dated October 26, 2010. While the emergency response contingency plan addresses emergencies and spills, the WMP addresses everyday procedures and responsibilities for the handling, management, and disposal of waste materials. HART employee training must include, in addition to the WMP, applicable elements of the Emergency Response Contingency Plan, and applicable elements of Department of Transportation (DOT) regulations. It is recommended that training in waste management be conducted yearly and that records be maintained of those who successfully complete the training.

The initial distribution of this plan is to the HART employees participating in the waste management training program.

Each person receiving a copy of this WMP is responsible for its implementation within their area of responsibility. Management or supervisory personnel are responsible for waste determinations. For use in organizing this task a Waste Determination and Generator Status Worksheet has been included in Appendix B.

3. **ABBREVIATIONS / DEFINITIONS**

<table>
<thead>
<tr>
<th>ABBREVIATIONS</th>
<th>DEFINITIONS</th>
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<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
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<tr>
<td><strong>WMP</strong></td>
<td>Waste Management Plan</td>
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<tr>
<td><strong>MSDS</strong></td>
<td>Material Safety Data Sheets</td>
</tr>
<tr>
<td><strong>AST</strong></td>
<td>Above-ground Storage Tank</td>
</tr>
<tr>
<td><strong>UST</strong></td>
<td>Under-ground Storage Tank</td>
</tr>
<tr>
<td><strong>Main Shop</strong></td>
<td>Heavy Maintenance Building</td>
</tr>
<tr>
<td><strong>Hazardous Waste</strong></td>
<td>Broad term to denote industrial by-products and waste materials discarded from homes, commercial establishments, and institutions that pose an unreasonable risk to human health, safety, property, and the environment. Hazardous waste can be stored on site for up to 90 days.</td>
</tr>
<tr>
<td><strong>Listed Hazardous Waste</strong></td>
<td>Wastes that are listed in Federal and State regulations as being hazardous</td>
</tr>
<tr>
<td><strong>Characteristic Hazardous Waste</strong></td>
<td>Wastes that exhibit specified characteristics of ignitability, corrosivity, reactivity, or toxicity</td>
</tr>
<tr>
<td><strong>Used Oil</strong></td>
<td>Any oil which has been refined from crude oil or synthetic oil and, as a result of use, storage, or handling, has become contaminated and unsuitable for its original purpose due to the presence of physical or chemical impurities or loss of original properties</td>
</tr>
<tr>
<td><strong>Oily Waste</strong></td>
<td>Materials which are mixed with used oil and have become separated from that used oil. Oily wastes also means materials, including wastewater, centrifuged solids, filter residues or sludges, bottom sediments, tank bottoms, and sorbents (rags and paper towels) which have come into contact with, and been contaminated by used oil.</td>
</tr>
<tr>
<td><strong>Densil Test</strong></td>
<td>Field test conducted by used oil transportation vendor or HART to determine possible presence of chlorinated solvents in used oil.</td>
</tr>
<tr>
<td><strong>Generator</strong></td>
<td>Facility (responsible party) that generates a waste scheduled for disposal (HART employee).</td>
</tr>
<tr>
<td><strong>Transporter</strong></td>
<td>A company licensed to transport a particular type of waste.</td>
</tr>
<tr>
<td><strong>Waste Profile</strong></td>
<td>A data sheet prepared and certified by the generator as to the nature and characteristics of a particular waste scheduled for disposal.</td>
</tr>
<tr>
<td><strong>Waste Manifest</strong></td>
<td>A shipping document prepared by the generator, which certifies the nature of the waste, scheduled for disposal. (A vendor may prepare the waste manifest but the generator is responsible for its accuracy.)</td>
</tr>
<tr>
<td><strong>Petroleum Exclusion</strong></td>
<td>Used oil • scheduled for recycling can be managed as non-hazardous waste.</td>
</tr>
</tbody>
</table>

4. REFERENCES

MSDS Sheets - All chemical substances brought onto HART property are required to have an MSDS on file. The MSDS provides information on the characteristics of the material, safe handling procedures, and disposal requirements. The characteristics listed on the MSDS sheet are as follows:
A. Toxicity
B. Corrosivity
C. Ignitability
D. Reactivity

MSDS for all chemicals used by HART can be found in the Main Shop outside the Employee Break Room.

5. FORMS
   A. Bill of Lading
   B. Nonhazardous Waste Manifest
   C. Hazardous Waste Manifest

6. REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS
   A. Fire Extinguishers
      1. Fire extinguishers are located throughout the facility.
      2. Maps showing the locations of the fire extinguishers are posted throughout the facility.
      3. The fire extinguishers are inspected monthly as part of our preventative maintenance program.
      4. An outside vendor conducts an annual inspection on all fire extinguishers in March.
   B. Sprinkler Systems
      1. The facility is protected by a wet pipe fire sprinkler system.
      2. An outside vendor completes quarterly inspections of the system with a total of three sprinkler standpipes located in the Administration, Main Shop and PM Buildings.
   C. Alarm System
      1. The facility has three fire alarm panels.
      2. The main panel is located in the Operators Break room.
      3. The two Satellite panels are located on the second floor of the Main Shop and on the first floor of the PM building. Manual pull stations are located throughout the facility.
      4. Maps showing the locations of the pull stations are posted throughout the facility.
5. An outside vendor conducts an annual inspection on all three panels in March.

7. PROCEDURE

A list of approved chemical and petroleum materials is to be maintained by the purchasing department and the storeroom. Chemical or petroleum substances not on the storeroom list including free samples are prohibited. The use of approved materials must be in strict accordance with the MSDS. Chemical products containing chlorinated solvents are prohibited from HART property. In particular, spray can solvents containing tetrachloroethylene having brand names CRC Brakleen and LectraMotive or similar materials are prohibited. Products containing chlorinated solvents are likely to contaminate the used oil, thus rendering the used oil hazardous. It should be noted that products marked "NO CFCV" may contain the prohibited substance tetrachloroethylene. The use of approved materials requires proper disposal of spills, leaks, empty containers, or material drained from equipment.

Regulations pertaining to stormwater require that no liquids or solids enter the stormwater discharge except for stormwater. This means that leaks or spills, washing of equipment or spills, or any other material cannot be allowed to enter the storm drains. During washing of pavement to remove spilled petroleum a shop-vac is required to remove the water and petroleum. The oily water collected in the shop-vac is to be disposed of in trench drains, which terminate at one of the oil/water separators. Any leaks from buses should be addressed as soon as possible but no later than the next scheduled PM to minimize the amount of petroleum dripping on the parking areas.

7.1 MARKING AND PLACARDING

A. Vessels used in the collection of oil from buses are to be marked "USED OIL".

B. Containers for paint booth waste are to be marked "HAZARDOUS WASTE".

C. Drums or other containers containing hazardous waste are to be clearly marked with a sticker stating "HAZARDOUS WASTE".

D. Drums containing nonhazardous waste are to be appropriately marked.

E. Proper placards must be displayed on trucks transporting hazardous waste and are the responsibility of the generator.

F. Placards are to be covered in the training sessions.
7.2 WASTE PROFILES AND MANIFESTS

A. Waste profiles are to be prepared by HART prior to transport of any liquid waste, used oil, or oily waste material.

1. Waste profiles inform the transporter of the nature and characteristics of the waste material.
2. HART is responsible for the accuracy of the waste profile.
3. The three types of waste manifests used at HART are the Bill of Lading, nonhazardous waste manifest, and the hazardous waste manifest. Examples of each type of waste manifest are contained in Appendix C, Appendix D, and Appendix E.
4. The waste characteristics must match the designation on the manifest.
5. Customarily the waste transporter will prepare the waste manifest.
6. It is the responsibility of the generator to make sure the waste profile is representative of the waste and that the waste manifest is filled out accurately.
   a. To help in the preparation or checking of the manifest, a Manifest Review Checklist has been included in Appendix F.

B. The procedure for disposal of used oil is that HART be present and record the results from screening tests performed by the transport company.

1. The test is required for each tank or drum that is scheduled for disposal.
2. Any tank or vessel that fails the screening test must be marked and manifested as hazardous waste or proven to be non-hazardous through testing at a laboratory approved by the State of Florida.
3. The transporter must use the appropriate placard on the truck.

C. On the manifest, a signature is provided by the disposal facility confirming that the material reached the disposal facility.

1. A copy of the manifest with this signature is required to be maintained on site at HART for a period of seven years.
   a. It is HART's procedure to take corrective action if the
signed manifest has not been returned from the waste disposal company within 35 days.

7.3 WASTE STREAMS

A. Engine Coolant (antifreeze)

1. Engine coolant is to be pumped to the spent coolant storage tank.
   a. The spent coolant is then recycled onsite periodically by an outside contractor.

B. Used Oil

1. In the Main Shop, used oil is pumped through a centralized piping system to a 500 gallon AST located in Bay 11.
   a. The associated used oil is disposed as non-hazardous waste upon verification using a vendor conducted field-screening test.
   b. Test results are to be recorded and attached to the used oil manifest.

2. In the PM Building, used oil is conveyed to the 1,000 gallon used oil AST.
   a. Used oil from the AST is disposed as non-hazardous waste upon verification using a vendor conducted field-screening test.
   b. Test results are to be recorded and attached to the used oil manifest.

C. Used Oil Filters

1. Oil filters are to be drained, and placed in the oil filter recycling container.

D. Oily Waste (Petroleum Impacted Soil and Debris)

1. Oil soaked pads, floor dry, or other material is to be placed in 55-gallon drums and marked oil soaked pads, floor dry, or other material as appropriate.
   a. This material is to be manifested as nonhazardous waste.
E. Used Oil AST

1. The 1,000-gallon used oil AST is located in the PM building and receives engine oil from bus oil changes conducted at work stations within the PM building.
   a. It is important that PM personnel and Facilities Maintenance personnel coordinate activities to preclude overflowing this tank.
   b. This tank must be gauged daily and pumped out as required to preclude overflowing.
   c. The used oil is transported for recycling pending field screening tests for presence of chlorinated solvents.
   d. The tank must be marked "USED OIL".

F. Used Oil from Oil/Water Separators

1. The used oil from the oil/water separators flows by gravity to used oil USTs associated with each oil/water separator.
   a. The associated used oil UST is to be pumped as required following a once per year waste characterization analysis conducted by HART.
   b. To the extent possible the used oil from the oil/water separators should go for recycling following field screening.

G. Sludge from Trench Drains, Solids Separators, and Oil/Water Separators.

1. The oily waste or sludge from these locations is to be characterized once per year by HART.
   a. These areas are to be cleaned out at least once per year or more often as deemed necessary.
   b. Proper disposal is to be determined from waste characterization report.

H. Tires

1. Tires are to be recycled.

I. Used Lead Acid Batteries

1. Used lead acid batteries are to be collected in separate containers or areas depending on the type of battery.
a. Used lead acid batteries are to be picked up by an
approved recycling company.

b. Shipping papers (Bill of Lading) for the used lead acid
batteries are to be maintained in the Shipping and
Receiving office.

c. When a used lead acid battery is removed for
recycling it must be tagged with the date removed and
the payroll number of the mechanic prior to storage in
the battery room.

J. Waste Material from Brake Turning

1. The dust and debris that accumulates from brake turning
operations is to be placed in a special receiving bin for this
material and appropriately marked.

   a. This material requires a waste characterization on a
      yearly basis to determine proper disposal method.

K. Roto-jet Degreaser Waste

1. There are three Roto-jet degreasers in operation, two in the
Main Shop and one located in the PM building.

   a. The sludge produced by these machines is
      non-hazardous; the sludge may be disposed into the
      solids sump of the Steam Bay at the PM building.

L. Sand Blaster

1. The used media from the sand blaster is to be placed in a
steel container.

2. The used media will be disposed of according to the results of
a waste characterization report.

   a. If deemed hazardous, it must be removed for disposal
      within 90 days of collection.

   b. A hazardous waste manifest would be required.

M. Shop Towels

1. Oily shop towels are cleaned and recycled by a laundry
service.
N. Painting Waste

1. Painting waste is collected in 15-gallon poly containers and disposed as hazardous waste.
   a. A hazardous waste manifest is required.

O. Paint Gun Cleaner

1. Solids from the still bottom of the paint gun cleaner are removed by the facilities department and placed in the waste paint containers for disposal as hazardous waste.
   a. A hazardous waste manifest is required.

P. Filters for Paint Booth

1. The paint booth filters must be characterized for waste determination prior to disposal.

Q. Computer/Electronics/Circuit Boards

1. Waste circuit boards are to be placed in the container marked "OLD CIRCUIT BOARDS" for recycling.
2. The container is located in the radio shop in the Main Shop.

R. Lead Solder Waste

1. Waste from soldering is to be collected in a marked container for recycling.

S. Fluorescent Lights / Mercury Containing Lamps

1. All spent mercury containing fluorescent bulbs are to be crushed using the Bulb Crusher located in the Main Shop.
   a. Only persons fully trained may operate the Bulb Crusher.
   b. When the 55 gallon drum of crushed bulbs is full, Air Cycle Corporation will pick up and dispose of the drum and recycle its contents. Complete the pick-up request form and call 1-800-909-9709 to schedule a pick-up of the full 55 gallon drum.
   c. Drums must be marked "SPENT MERCURY CONTAINING CRUSHED BULBS".
T. Solid Waste

1. Solid waste (trash) is to be placed in the dumpsters for disposal.

U. Aerosol Cans

1. Aerosol cans must be emptied of propellant and contents prior to disposal as solid waste.
   
a. Any contents remaining are to be disposed in accordance with proper waste determination procedures or lab packed for disposal as hazardous waste.

V. Other Materials

1. If there is doubt as to the disposal procedure for a material or substance, bring it to the attention of a supervisor so that a hazardous waste determination can be conducted.

7.4 MAINTENANCE, SAMPLING, AND TESTING

A. Grated Trenches

1. The grated floor trench located in both Main Shop and PM building fills with sand and debris over time and requires periodic cleaning.

2. The debris from the trench located in Main Shop combined with the sludge from the Main Shop oil/water separator are to be sampled, labeled and tested for waste characterization.
   
a. Waste characterization is to be conducted once per year.

3. The debris from the trench and oil/water separator from the PM building is to be sampled, labeled and tested for waste characterization.
   
a. Waste characterization is to be conducted once per year.

B. Bus Wash System

1. Sumps associated with the bus wash system are to be sampled yearly.

C. Main Shop Oil/Water Separator Sludge
1. The Main Shop oil/water separator sludge is to be sampled together with the sludge from the trench drains on a yearly basis.

   a. A waste profile is to be prepared from the analysis.

D. Main Shop Used Oil AST

   1. The Main Shop used oil AST receives oil directly from engine repairs.
      
      a. This 500-gallon tank is pumped out on a regular basis.
      b. The appropriate field test must be conducted and documented each time oil is removed from this tank.
      c. Provided the oil passes the field test, it may be manifested as non-hazardous.

E. Steam Bay Sumps

   1. The Steam Bay solids separator sumps are to be sampled and submitted for waste characterization on a yearly basis.

F. PM Oil/Water Separator

   1. The PM oil/water separator is to be sampled together with the PM trench drains.
      
      a. A waste profile is to be prepared from the analytical results.

G. PM Used Oil AST

   1. The PM used oil AST receives oil directly from engine oil changes.

   2. This 1,000-gallon tank is pumped out on a regular basis.

   3. The appropriate field test must be conducted and documented each time oil is removed from this tank.
      
      a. Provided the oil passes the field test, it may be manifested as non-hazardous.

H. Storm Drains

   1. Storm drains are to be protected from any material other than rainwater.
      
      a. Absorbent material for oil is to be placed around or in the storm drains, and at points of run-off from the
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<td>June 4, 2013</td>
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property.

b. This absorbent material must be replaced on a periodic basis.
STANDARD OPERATION PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

FUEL LANE EQUIPMENT FAULT EMERGENCY PLAN

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ORIGINATED BY:  __original signature filed in MDC__________________________  DATE:
Dale Smith, Manager of Facilities Maintenance

REVIEWED BY:  __original signature filed in MDC__________________________  DATE:
George Hauck, Manager of Fleet Maintenance

APPROVED BY:  __original signature filed in MDC__________________________  DATE:
Steven Taylor, Director of Maintenance
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Exhibits

Exhibit 1 – HART 21st Avenue Fuel Lane Operations Layout ............ 7 - 8
1.0 **SCOPE**

This SOP provides the procedure for fault diagnosis of several fuel lane equipment components and is to serve as a precaution prior to placing service calls or off site fleet fueling of the HART diesel powered vehicles.

2.0 **PURPOSE**

This SOP establishes guidelines for personnel to identify, locate, and restore services of minor faults or failures of several components of the fueling system.

3.0 **DEFINITIONS / ABBREVIATIONS**

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4.0 **REFERENCES**

None

5.0 **FORMS**

Exhibit 1 – 21st Avenue Fuel Lane Operations Layout Diagram

6.0 **REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS**

It is always recommended that appropriate safety glasses and precautions are taken when accessing any component of the fuel tank system and when working around petroleum products.

7.0 **PROCEDURE**

All fueling operations procedures and functions for day to day use of the systems remains the same as past practices with the exception that fuel is pumped from Above Ground Storage Tanks (AST’s) rather than the previous underground tanks and there is an added Pump Indicator Panel (PIP) with lights to show the specific pump that is operating the corresponding tank.

In the event that a particular pump or valve is not operating correctly there may be a buzzing or chattering noise coming from a particular storage tank, fueling operations may be affected, and there should be an indication which tank is
affecting the system by the Pump Indicator Panel (PIP) light with corresponding light number from which tank the noise is being generated.

7.1 **Staff should follow the procedures as outlined below**

A. A call should be made to the appropriate Facilities Maintenance staff member on duty to investigate and documentation should be generated to indicate the conditions and tank affecting the operations. Either the Facilities Maintenance staff member or if none are available the following checks and corrections should be made.

B. Once it has been determined that a fueling operation is affected then staff is to follow the instructions below.

1. Assure all FleetWatch keyboard input panels are cleared by hitting the reset button. If this does not correct the problem then;

2. Look for the tank that the noise is generated from and access the top of the tank farm by the stairs to the catwalk and proceed to the appropriate tank. Using appropriate safety precautions, gain access on top of the AST tank and to the Keystone Motorized Ball Valve which will have a black crank handle, and turn this crank clockwise slowly to bump the gears. This should allow the ball valve to make contact with the limit switch and this should alleviate the problem. Be sure to reactivate the fueling through normal procedures. If this does not correct the problem, then;

3. Go to the opposite end of the appropriate tank via the catwalk, gain access to the Leak Detection Sensor (LDS), pull up the tab to release the seal on the LDS, pull the LDS cap off, slowly pull up the leak sensor wiring until the sensor is outside of the tank, flip the sensor upside down and place on the tank in this inverted position, then place the sensor plug with the wire exposed back into the opening carefully so as not to pinch or scare the wire lead. This will effectively take this tank out of service and will show as an alarm but will allow the remaining tanks to operate. To silence the alarms, go to the Fuel Delivery Panel (FDP) at the north end of center island between Lane 1 and Lane 2 and push the “Alarm Acknowledgement” button, which will silence this alarm, and proceed to the Fuel Lane Office to the Veeder Root TSL-350 panel and push the red “Alarm/Test” button to deactivate the alarm in the office.

4. If these procedures do not alleviate or correct the failures then alternative measures in contacting appropriate staff for fueling shall be put into motion as per current procedures for catastrophic events through appropriate protocol and procedures. In the event of a catastrophic event, fire, or major fuel leak, then the appropriate Emergency Switch located outside of the fuel lanes at either end should be activated to cut all power to the fuel system.
Again proper and immediate notification of other staff shall be done as per policies.

5. Following the operations above staff shall notify Facilities Maintenance staff of all vital information so that investigations and corrections can be made.

### 7.2 Component Locations

A. Highland Fuel Tanks start as #1 on the south end of the tank farm and proceeds to tank 2, 3 and 4 as the tanks are placed to the north toward the employee parking lot.

B. Fuel dispensing Pump Indicator Panels (PIP) are on the inside Lane 1 wall near the fuel lane office and overhead between Lane 1 and Lane 2.

C. Motorized Ball Valves, Red Jacket fuel pumps, isolation valves, leak sensors and all other components associated with the tank fuel storage are located on top of each of the four tanks with access via a stair and ladders to the catwalk platform that runs the length of the tank farm.

D. Fueling operation functions are controlled through various Fleet Watch and Veeder Root components and panels located in the fuel lanes and fuel lane offices.

### 7.3 Component, Locations, Manufacturer, Use

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Exhibit 1 – 21st Avenue Fuel Lane Operations Layout Diagram

Keystone Motorized Ball Valve Crank

Leak Detector Sensor Location

Fuel Delivery Panel Alarm Acknowledgement

Leak Detector Sensor Out

Veeder Root Alarm/Test Button
STANDARD OPERATION PROCEDURE

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

FUEL LANE EQUIPMENT FAULT
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ORIGINATED BY: Dale Smith, Manager of Facilities Maintenance

DATE: 6-7-13

REVIEWED BY: George Hauck, Manager of Fleet Maintenance

DATE: 6-7-13

APPROVED BY: Steven Taylor, Director of Maintenance

DATE: 6-11-13
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Exhibit 1 – 21st Avenue Fuel Lane Operations Layout Diagram

Keystone Motorized Ball Valve Crank

Leak Detector Sensor Location

Fuel Delivery Panel Alarm Acknowledgement

Leak Detector Sensor Out

Veeder Root Alarm/Test Button
STANDARD OPERATING PROCEDURE

HILLSBOROUGH AREA TRANSIT AUTHORITY

CRISIS COMMUNICATIONS

<table>
<thead>
<tr>
<th>REV</th>
<th>DATE</th>
<th>DESCRIPTION</th>
<th>RLSE NO.</th>
<th>INIT</th>
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</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

ORIGINATED BY: Marcia Mejia, Public Information Officer

DATE: 9/18

REVIEWED BY: Joe Escobedo, Director of Bus Operations

DATE: 9/15/11

REVIEWED BY: Sylvia Castillo, Director of Van Transportation

DATE: 9/15/11

REVIEWED BY: Rickey Kendall, Director of Risk & Environmental Safety

DATE: 9/14/11

APPROVED BY: Katharine Eagan, Chief Operating Officer

DATE: 9/14/11

APPROVED BY: Brenda Mowen, Chief Administrative Officer

DATE: 9/28

APPROVED BY: Philip R. Hale, Interim Chief Executive Officer

DATE: 9/08/11
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1. SCOPE

Accidents, incidents and disasters are emergencies that threaten HART’s ability to provide a safe and secure environment for travel. When they occur, it is of the utmost importance that information about these events and its impact on HART service is communicated effectively both internally and externally via a crisis communications plan.

Major events, such as accidents, fires and floods, have been an issue for transit agencies and transit management since the development of modern public transportation. Responding to these types of crises is one of the most difficult functions performed in the transit environment.

Having a crisis communications plan in place prior to the occurrence of these emergencies will ensure an accurate and coordinated response internally to those who are in decision-making positions, and externally so other agencies and members of the public receive accurate and timely information.

This crisis communications plan outlines the steps to be taken to communicate in any type of sequence of events that has the potential or has caused damage or danger to HART property, employees, and/or customers. This SOP applies to all HART departments. When a situation arises that may be a crisis, the notification guidelines described in this SOP should be followed. The sooner these notifications are made, the more effective this SOP will be in minimizing adverse impacts on HART.

2. PURPOSE

A communications crisis is any situation that threatens the integrity or reputation of HART, sometimes exasperated by adverse or negative media attention. These situations can range from the potential mismanagement of projects/funding to an employee arrest to manmade or natural disasters. The definitions described in this SOP are not all-encompassing, but rather are designed to provide an illustration for the types of situations when this plan should be implemented.

The guidelines in this SOP have been designed to provide procedural assistance to HART personnel with responsibility for communicating the planning, managing, and recovering from emergencies and disasters. This SOP will ensure that all necessary information is communicated to the appropriate parties and the public in an organized and factual manner so the image and liability of HART is minimized.
3. DEFINITIONS / ABBREVIATIONS

Crisis communications involves managing the information of an incident to help customers and stakeholders make decisions about their health, safety and welfare; crisis communications is also implemented when there is a threat to harm the image of HART, its stakeholders, customers or employees. Most incidents that require crisis communications are characterized by three elements:

a. A threat to the organization
b. The element of surprise
c. A short decision time

At HART, such incidents can be categorized into the four areas listed below. Again, these descriptions are not all-encompassing, but rather are designed to provide an illustration for the types of situations when this plan should be implemented. In some cases, professional judgment about when to implement a crisis communications plan must be exercised.

a. Small-scale incidents may involve an accident, individual, division or project and has a negative impact on service and/or the HART image. Examples of small-scale incident include
   - Systems failures, such as email or phone
   - Failure of infrastructure essential for the use and occupancy of a HART facility
   - Arrest of an employee
   - Severe delays in major construction projects
   - Brief interruption in service

b. Critical incidents is an accident or anything involving
   - Fatality, life threatening or serious injury to any person
   - Multiple people injured regardless of severity
   - Any injury to a pedestrian, bicyclist or motorcyclist
   - A threat to public health or the environment
   - An alleged equipment failure resulting in injury
   - Any serious work-related employee injury
   - Prolonged interruption of service
   - Intervention of public authorities on site
   - Serious or sudden labor conflict (shutdown, blockade, etc.)
- Any circumstance that might bring significant negative publicity to HART

c. **Large-scale incidents** involve manmade or natural disasters that require implementation of the HART Hurricane Emergency Plan. In the event of a large-scale incident, a local state of emergency will most likely be declared by the Hillsborough County Emergency Operations Center. In such case, HART plays an important role in Hillsborough County’s Comprehensive Emergency Management Plan, which directs that HART operate emergency bus evacuation routes. A large-scale incident requires assistance from multiple transit disciplines and outside agencies to perform such tasks as rescuing or evacuating passengers, extinguishing fires, controlling crowds, repairing wayside structures, protecting the integrity of facilities, and ultimately restoring service. See *HART Hurricane Emergency Plan*.

<table>
<thead>
<tr>
<th>Term/Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident</td>
<td>An undesirable or unfortunate happening that occurs unintentionally and may result in harm, injury, damage, loss or casualty.</td>
</tr>
<tr>
<td>Board</td>
<td>HART Board of Directors</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer of HART</td>
</tr>
<tr>
<td>CAO</td>
<td>Chief Administrative Officer, charged with administrative services, purchasing, inventory, information systems, marketing and customer service.</td>
</tr>
<tr>
<td>CFO</td>
<td>Chief Financial Officer, charged with budgeting, accounting, revenue, payroll, grants and capital projects.</td>
</tr>
<tr>
<td>COO</td>
<td>Chief Operating Officer, charged with bus, flex, paratransit and streetcar operations; fleet and building maintenance; and route planning and scheduling.</td>
</tr>
<tr>
<td>Emergency</td>
<td>A sudden and usually unforeseen event that requires an immediate response to minimize consequences.</td>
</tr>
<tr>
<td>Director of Bus/Van Operations</td>
<td>Plans and directs transportation operations, including dispatch, managers and operators.</td>
</tr>
<tr>
<td>IS</td>
<td>Information Systems Department, responsible for HART computers hardware and software, phones and other technology.</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Any agency charged with enforcing laws, such as the Tampa Police Department, Hillsborough County Sheriff’s Office, Florida Highway Patrol, FBI, etc.</td>
</tr>
<tr>
<td><strong>Major Damage</strong></td>
<td>Property damage to HART fleet, facilities or other property estimated to be $1,000 or greater, or requires any vehicle to be towed from the scene.</td>
</tr>
<tr>
<td><strong>Major Injury</strong></td>
<td>Personal bodily injury that requires immediate medical treatment away from the scene or results in a fatality, regardless of apparent fault. Also referred to as “Serious Injury.”</td>
</tr>
<tr>
<td><strong>Manager of Bus or Van Transportation</strong></td>
<td>Responsible for the management of bus and van operators, and dispatchers.</td>
</tr>
<tr>
<td><strong>Manager of Communications</strong></td>
<td>Responsible for community relations, marketing, public information, customer service and retail sales.</td>
</tr>
<tr>
<td><strong>Manager of Information Systems</strong></td>
<td>See definition for IS</td>
</tr>
<tr>
<td><strong>Minor Damage</strong></td>
<td>Property damage to HART fleet, facilities or other property estimated to be less than $1,000.</td>
</tr>
<tr>
<td><strong>Minor Injury</strong></td>
<td>Personal bodily injury that may or may not require medical treatment at the scene regardless of apparent fault.</td>
</tr>
<tr>
<td><strong>News Media</strong></td>
<td>Any person belonging to a local, state or national mainstream news organization.</td>
</tr>
<tr>
<td><strong>Operations</strong></td>
<td>See definition for Chief Operating Officer</td>
</tr>
<tr>
<td><strong>Public Information Officer</strong></td>
<td>Responsible for collecting, verifying and disseminating information to the public.</td>
</tr>
<tr>
<td><strong>Risk Specialist</strong></td>
<td>Responsible for investigating property damage and personal injury</td>
</tr>
<tr>
<td><strong>Safety &amp; Security Analyst</strong></td>
<td>Responsible for safety, security and accident investigation.</td>
</tr>
<tr>
<td><strong>Serious Injury</strong></td>
<td>See definition for Major Injury</td>
</tr>
<tr>
<td><strong>Transportation Manager</strong></td>
<td>Responsible for directing dispatchers, operators and transit supervisors.</td>
</tr>
</tbody>
</table>
4. REFERENCES
HART Hurricane Emergency Plan

5. FORMS
None

6. REQUIRED SAFETY EQUIPMENT OR SPECIAL TOOLS
None

7. PROCEDURE

7.1 Accidents Notification Matrix

Dispatchers are to initiate the notifications outlined below.

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>Description</th>
<th>1&lt;sup&gt;st&lt;/sup&gt; Notification</th>
<th>2&lt;sup&gt;nd&lt;/sup&gt; Notification</th>
<th>3&lt;sup&gt;rd&lt;/sup&gt; Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No damage/No Injury</td>
<td>Complete Incident/Accident Report</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1</td>
<td>Non-Vehicular Minor Damage/ Minor Injury</td>
<td>Complete Incident/Accident Report</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2</td>
<td>Minor Damage/No Injury</td>
<td>Complete Incident/Accident Report</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>3</td>
<td>Minor Damage/Minor Injury</td>
<td>Call Bus or Van Transportation Manager. If unable to contact, leave voicemail, then call Director of Bus or Van Transportation. Call Safety &amp; Security Analyst. If unable to contact, leave voicemail and send email.</td>
<td>Call Safety &amp; Security Analyst. If unable to contact, leave voicemail and send email.</td>
<td>Complete Incident/Accident Report</td>
</tr>
<tr>
<td>4</td>
<td>Major Damage/Major Injury</td>
<td>Call Bus or Van Transportation Manager. If unable to contact, leave voicemail, then call Director of Bus or Van Transportation. Call Safety &amp; Security Analyst. If unable to contact, leave voicemail and send email.</td>
<td>Transportation Manager to call PIO. If unable to contact, leave voicemail, then call Manager of Communications.</td>
<td>Email Chief Operating Officer. PIO to alert HART Board via Board Alert.</td>
</tr>
<tr>
<td>5</td>
<td>Catastrophic Damage/Fatality</td>
<td>Call Bus or Van Transportation Manager. If unable to contact, leave voicemail, then call Director of Bus or Van</td>
<td>Transportation Manager to call PIO. If unable to contact, leave voicemail, then call Manager of Communications.</td>
<td>Call Chief Operating Officer. If unable to contact, leave voicemail, then call Chief Executive Officer. PIO to alert</td>
</tr>
</tbody>
</table>
### 7.2 Incident Notifications

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>Description</th>
<th>1st Notification</th>
<th>2nd Notification</th>
<th>3rd Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Small-Scale Incident</td>
<td>Department Director or Manager to contact PIO with details about the incident.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2</td>
<td>Critical Incident</td>
<td>Department Director or Chief to contact PIO to discuss individualized crisis communications plan. If unable to contact, leave voicemail, then call Manager of Communications.</td>
<td>PIO to alert CEO and HART Board.</td>
<td>N/A</td>
</tr>
<tr>
<td>3</td>
<td>Large-Scale Incident</td>
<td>See HART Hurricane Emergency Plan</td>
<td>See HART Hurricane Emergency Plan</td>
<td>See HART Hurricane Emergency Plan</td>
</tr>
</tbody>
</table>

### 8 Contact Information

<table>
<thead>
<tr>
<th>Position</th>
<th>Incumbent</th>
<th>Phone</th>
<th>Cell</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>In case of emergency</td>
<td>N/A</td>
<td>9-1-1</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Interim Chief Executive Officer</td>
<td>Philip Hale</td>
<td>813-384-6550</td>
<td>813-309-0193</td>
<td><a href="mailto:halep@goHART.org">halep@goHART.org</a></td>
</tr>
<tr>
<td>Chief Administrative Officer</td>
<td>Brenda Mowen</td>
<td>813-384-6419</td>
<td>813-309-2453</td>
<td><a href="mailto:mowan@goHART.org">mowan@goHART.org</a></td>
</tr>
<tr>
<td>Chief Operating Officer</td>
<td>Katharine Eagan</td>
<td>813-384-6558</td>
<td>813-442-9892</td>
<td>eankgoHART.org</td>
</tr>
<tr>
<td>Director of Bus Operations</td>
<td>Joe Escobedo</td>
<td>813-384-6423</td>
<td>813-309-1295</td>
<td><a href="mailto:escobedo@goHART.org">escobedo@goHART.org</a></td>
</tr>
<tr>
<td>Director of Van Operations</td>
<td>Sylvia Castillo</td>
<td>813-384-6431</td>
<td>813-480-2990</td>
<td><a href="mailto:castillos@goHART.org">castillos@goHART.org</a></td>
</tr>
<tr>
<td>Director of Maintenance</td>
<td>Steve Taylor</td>
<td>813-384-6408</td>
<td>813-352-6700</td>
<td><a href="mailto:taylors@goHART.org">taylors@goHART.org</a></td>
</tr>
<tr>
<td>Manager of Bus Operations</td>
<td>Oscar McDaniel</td>
<td>813-384-6447</td>
<td></td>
<td><a href="mailto:mcdaniel@goHART.org">mcdaniel@goHART.org</a></td>
</tr>
<tr>
<td>Manager of Van Operations</td>
<td>Pete Mikos</td>
<td>813-384-6614</td>
<td>813-309-0971</td>
<td><a href="mailto:mikosp@goHART.org">mikosp@goHART.org</a></td>
</tr>
<tr>
<td>Manager of Information Systems</td>
<td>Rick Fitz-Gordan</td>
<td>813-384-6350</td>
<td>813-309-2699</td>
<td><a href="mailto:fitz-gordanr@goHART.org">fitz-gordanr@goHART.org</a></td>
</tr>
<tr>
<td>Manager of Communications</td>
<td>Steve Rosenstock</td>
<td>813-384-6597</td>
<td>813-731-1975</td>
<td><a href="mailto:rosenstocks@goHART.org">rosenstocks@goHART.org</a></td>
</tr>
<tr>
<td>Public Information</td>
<td>Marcia Mejia</td>
<td>813-384-6610</td>
<td>813-545-5497</td>
<td><a href="mailto:mejiam@goHART.org">mejiam@goHART.org</a></td>
</tr>
<tr>
<td>Role</td>
<td>Name</td>
<td>Phone</td>
<td>Extension</td>
<td>Email</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------</td>
<td>-----------</td>
<td>-----------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Risk Specialist</td>
<td>Chaz Smith</td>
<td>813384-6615</td>
<td>813-309-3508</td>
<td><a href="mailto:smithc@goHART.org">smithc@goHART.org</a></td>
</tr>
<tr>
<td>Security &amp; Safety Analyst</td>
<td>Dave Kelsey</td>
<td>813-384-6396</td>
<td>813-309-1623</td>
<td><a href="mailto:kelseyd@goHART.org">kelseyd@goHART.org</a></td>
</tr>
</tbody>
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