



City Assisted Evacuation

City of New Orleans, Louisiana



2018 Hurricane Season – Mid-Season Update
Office of Homeland Security & Emergency Preparedness
(U//FOUO) - Unclassified/For Official Use Only

Section 5 - Regional Transit Authority Operations Plan

The New Orleans Regional Transit Authority (RTA) Operations Plan details all of RTA's procedures that take place during an evacuation and is incorporated by reference. This RTA Operations Plan only represents information concerning RTA actions and responsibilities during the activation and implementation of the City Assisted Evacuation (CAE).

Situation

State and Federal partners have the overall responsibility of providing transportation to those citizens that require assistance in evacuating out of the City from a centralized processing center. However, it is incumbent on the City of New Orleans (City) to get those citizens from their neighborhoods to the centralized processing center. Most citizens requiring assistance to evacuate the City will be incorporated into the CAE by arriving at one of 17 pickup locations. These citizens will require transportation to the processing center at the Union Passenger Terminal (UPT). Some citizens will be unable to transport themselves from their residences to one of the pickup locations due to medical constraints. These persons will have to be picked up at their residence and transported to the processing center. In addition to City residents, many visitors to the City will be incorporated into the CAE by arriving at one of two hotel staging centers (HSCs) (See Hotel and Lodging Evacuation Operations Plan and related Annexes). These visitors will require transport to Louis Armstrong International Airport (MSY) via city-contracted coach buses.

Mission

The RTA will have the overall responsibility of providing transportation for evacuees and certain pets that require transportation assistance within the City. The purpose of the Regional Transit Authority Operations Plan is to detail the following:

- Transport of citizens and pets from pickup locations to the processing center.
- Transport of homebound individuals from residences to processing center.
- Supplemental transport of hotel visitors from HSC to MSY, if required.
- Operation of a limited number of regular bus routes.

The following plans support the Regional Transit Authority Operations Plan:

Table 1: Support for the Regional Transit Authority Operations Plan

Operations Plan	Plan Purpose
Bus Pickup Location Operations Plan	Details operations of 17 pickup locations that will be stood up throughout the City. Evacuees that arrive at these locations will be transported by bus to the processing center. See Annex D for a map of these locations.
Union Passenger Terminal Operations Plan	Details operations at the UPT to include receiving, processing, and evacuating citizens and their pets by rail and State coach buses.
Pet Evacuation Operations Plan	Details operations for the evacuation of pets.
Contracted Bus Operations Plan	Details operations by City contracted bus operators, as directed by the IC to retrieve evacuees for transportation to the UPT or MSY.
New Orleans Police Department (NOPD) Traffic Control Operations Plan	Details the traffic control procedures to be implemented to help the flow of buses through the UPT and prevent access by unauthorized vehicles.
Hotel/Visitor Evacuation Operations Plan	Details the collection of City visitors at two HSCs for transport to MSY.

Execution

1. Overall Concept

RTA vehicles will be used for the internal transportation of residents and certain pets in the CAE, allowing both to be incorporated into the assisted evacuation and arrive at locations where transportation assets are available to take individuals out of the threat area. There are four primary functions that will be performed by the RTA.

1. Transport of citizens and their pets in small and extra small carriers from pickup locations to the UPT.
2. Transport of homebound citizens from residences to the UPT.
3. Supplemental transport of hotel visitors from the HSCs to MSY, if required.
4. Operation of a limited number of regular bus routes.

Prior to the triggering of the CAE, up to 96 hours before the arrival of tropical storm force winds (TSW), RTA will begin making preparations to launch the Plan. Upon activation of the CAE, approximately 60 hours before the arrival of TSW, the RTA will be ready to mobilize its fleet to support the CAE. RTA buses will perform the four primary functions noted above.

2. Staff Assignments

The following, Table 2, describes the staffing necessary to execute RTA operations to assist in the evacuation. RTA will provide the following staff as available.

Table 2: RTA Staffing Assignments¹

Position	Staff needed per 12 hr. shift	Roles
RTA Liaison	1	<ul style="list-style-type: none">• Co-located with TSCC to coordinate RTA activities.• Coordinate bus movements.• Reassign vehicles as necessary to support operations.
Dispatch Representative	1	<ul style="list-style-type: none">• Collocated with 311 Operators and Evacuation Coordinator with TSCC to receive assignments.• Dispatch available resources as directed by Evacuation Coordinator.• Determine most appropriate drop-off location.• Monitor status of each case.• Communicate to Evacuation Coordinator.• Notify transporters of any travel constraints or road closures.
Field Supervisors	3	<ul style="list-style-type: none">• Patrol pickup locations to evaluate demand/capacity at each.• Coordinate reassignment of buses w/ RTA Liaison.• Provide information on field operations to RTA Liaison.
Bus Operators	TBD by RTA	<ul style="list-style-type: none">• Operate buses as directed by RTA Liaison.
Other vehicle drivers	TBD by RTA	<ul style="list-style-type: none">• Perform residential pickups in RTA Paratransit sedans and transport citizens to the UPT.• Operate Paratransit vans as necessary at the SCPLs.
Mechanics	TBD by RTA	<ul style="list-style-type: none">• Assist with any breakdowns that occur.• The RTA Emergency Preparedness Plan details all bus servicing activities.

¹Roles and responsibilities are further detailed in RTA Emergency Preparedness Plan.

3. Organization of Movement

- A. Leaning Forward – Prior to activation of the CAE, the CEOC Manager will notify the RTA Liaison that the City is leaning forward with the CAE and that activation of the CAE is possible. RTA will make preparations to move into hurricane mode.
- B. Activation – Activation of RTA personnel and vehicles is detailed in the RTA Emergency Preparedness Plan. When the CAE is activated, the CEOC Manager or CEOC personnel will notify the RTA Liaison. At this point, RTA will notify its personnel assisting in the CAE.

- C. Execution – The following details the four primary tasks identified as RTA functions. The numbers of vehicles listed will be the initial assignments during the execution phase of the CAE. Throughout the execution phase, vehicles will be reassigned as required by real time demand of the evacuating population.
1. Transport of citizens with completed paper tickets from pickup locations to the UPT – Citizens will gather at the 17 pickup locations geographically distributed throughout the City (see Table 3). Annex D includes the map of the 17 pickup locations.

Table 3: Pickup Locations

SENIOR CENTER PICKUP LOCATIONS	
Location Name	Address
Arthur Monday Senior Center	1111 Newton Ave, Algiers
Mater Dolorosa	1226 S. Carrollton Ave, Carrollton
Central City Senior Center	2101 Phillip St, Central City
Kingsley House	1600 Constance St, Lower Garden District
Sanchez Center*	1616 Caffin Ave, Lower 9th Ward
GENERAL POPULATION PICKUP LOCATIONS	
Location Name	Address
Dryades YMCA	1924 Phillip St, Central City
Lyons Community Center	624 Louisiana Ave, Irish Channel
Mary Queen of Vietnam	14001 Dwyer Blvd, New Orleans East
N.O. East Library	5641 Read Blvd, New Orleans East
McMain High School	5712 S. Claiborne Ave, Broadmoor
Armstrong Park Bus Stop	801 N. Rampart St, Treme
Harriet Tubman Charter School	2832 General Meyer Ave, Algiers
Palmer Park	S. Claiborne at S. Carrollton, West Carrollton
Stallings Community Center	4300 St. Claude Ave, Bywater
Smith Library Bus Stop	6300 Canal Blvd, Lakeview
Sanchez Center	1616 Caffin Ave, Lower 9th Ward
Wal-Mart Parking Lot	4301 Chef Menteur Hwy, Gentilly
Warren Easton High School	3019 Canal St, Mid-City

**The Sanchez Center may serve as both a SCPL and GPPL.*

Typically, vehicles that arrive at the Senior Center Pickup Locations (SCPLs) will transport passengers to the UPT. The only exception may be transport vehicles arriving at senior citizen living centers which have been predesignated as a point-to-point sheltering agreement (see Livingston Parish Point-to-Point Sheltering Plan). All buses that arrive at General Population Pickup Locations (GPPLs) will transport passengers to the UPT. The RTA may utilize buses that have wheel chair accessible equipment and Paratransit vans and sedans for transport from SCPLs. Pets will be permitted to travel on RTA buses if small enough to fit in a carrier on their owner's lap.

Large pets will be transported separately. Citizens should have their paper ticket completed prior to boarding RTA buses during daylight hours.

2. Residential Pickups – Individuals who lack the capability of transporting themselves to a pickup location will call 311 or a 7 digit non-emergency number to request transportation from their residence so that they can be incorporated into the CAE. These calls will be triaged according to the type (See Residential Evacuation Assistance Pickup Operations Plan). While the primary responsibility for this activity will be the City contracted paratransit buses, for those individuals deemed suitable for RTA pickup, an RTA sedan and/or paratransit van will be dispatched by the RTA Liaison to perform the pickup. The individual will be transported to the UPT where the paper ticket will be completed. NOFD Sprint Cars will be dispatched as needed by the TSCC to assist non-ambulatory NMRs from their homes to RTA vehicles.
3. Transporting of hotel visitors to MSY – **only if required to supplement the City-contracted buses**, hotel visitors will be taken from the HSCs located at the Sheraton on Canal and the Harrah's parking lot, and loaded onto RTA buses to be transported to MSY. When the HSCs are activated, shuttle service to the airport will continue. These activities are described in detail in the Hotel and Lodging Evacuation Plan (HLEP).
4. Regular bus routes - RTA will continue to operate some of its normal bus routes providing transportation throughout the City.

RTA will determine all bus routes to be utilized and will allocate its resources according to real time observations in the field. The RTA will generally be given the flexibility to dispatch resources as it sees fit.

- D. Phase Down / Deactivation – RTA will operate all available buses from the point of activation until the CEOC Manager, in coordination with the RTA Liaison, determines that they begin to phase down. At this point, the RTA Liaison will coordinate with the CEOC and CAE Commander to determine which buses can be pulled off of duty. Buses will continue to be phased out until the CAE is deactivated by the CEOC Manager.

4. Coordinating Instructions

The following summarizes the sequence of events that should occur in the event that the CAE is activated. (See Annex B for the CAE Timeline) No actual times are included, as they are situational dependent on the timing of the particular hurricane.

- Leaning forward
 - City notifies RTA that it is leaning forward.

- RTA makes preparations to go into hurricane mode.
- CAE activated
 - RTA Liaison notified; RTA begins contacting operators and other staff.
 - RTA Liaison collocates to TSCC.
 - Following 'make ready' period, RTA begins performing four primary functions listed above.
- Phase down CAE
 - RTA phases buses out in coordination with the CEOC and RTA Liaison.

Administration and Logistics

1. Shift Schedule

RTA will determine its own staffing and bus schedule per USDOT regulations.

2. Supplies

Fuel will be made available to RTA by the City and will be stationed near the UPT and at City fueling stations for use by RTA vehicles. If the City is unable to provide fuel, the City will ensure that RTA is reimbursed accordingly. Any items needed for bus maintenance will be provided by the RTA. Food and water will be provided to the operators and other RTA personnel by the City.

3. Communication:

Operators will utilize internal communication systems to report to the RTA Liaison on an as needed basis. Operators will inform the RTA Liaison of how full the bus is as well as how many people are left waiting at the pickup location or hotel staging center. This will allow command staff to be continually updated on the locations of all buses, as well as locations where the demand for buses is exceeding the supply.

Command and Control

- The Unified Command will have responsibility for overall control of the CAE. The CAE Commander will manage UPT operations.
- RTA operations will be directed by the RTA Liaison.
- The RTA operators and field supervisors shall be under the control of and directed by the RTA Liaison.

Post-Storm Reentry Plan

The CEOC will notify RTA via the RTA Liaison when the decision is made to allow reentry. At this point, RTA personnel will coordinate the agency's internal operations to support the reentry effort.

Upon reentry, RTA buses will transport citizens from the UPT to one of the 17 pickup points. Rather than running separate routes for each location, the return operation will be consolidated into six color-coded routes which will cover all 17 locations between them. The appropriate bus route for each respective location will be communicated to citizens upon return to the UPT.

This plan has been incorporated into the UPT Operations Plan for Evacuee Return and can be found in greater detail in that portion of the CAE.