



# How to: IMPLEMENT SUCCESSFUL TRANSPORTATION SOLUTIONS DURING A CRISIS

## ***Be prepared...***

How will your employees commute with the current gas crisis or a natural disaster?

**A Business Continuity Plan for Commuting can make all the difference.**

Events that affect commuting:

- Rising gas prices
- Construction projects
- Special events
- Pandemic flu
- Transit strike
- Power outage
- Earthquakes
- Hurricanes
- Tornadoes
- Floods
- Landslides
- Terrorist activities

## **What is a Business Continuity Plan for Commuting?**

- Procedures and actions that enable an organization to continue critical business functions during a crisis or a disruptive event.
- A collection of commuting alternatives for employees in the event of a disaster or regional emergency.



## **Benefits of Business Continuity Plans**

- Maintain critical operations
- Protect image, reputation, production/supply, customer services
- Provide solutions that eliminate solo trips, shift working hours, and encourage alternative transportation

## **Strategies for a Employee Transportation Coordinator**

The key to developing a successful plan is to prepare for any emergency. Information before the disaster strikes is essential. As the Employee Transportation Coordinator, your Emergency Preparedness/Business Continuity Plan should contain the following information:

### **Carpool Formation**

- Provide employees with contact information for other employees that live nearby.
- Encourage employees to sign up with a local Rideshare organization that provides regional information and ridematching.
- Develop a map of where employees live and assess which areas will be impacted by an emergency. Additionally, this map can be used to organize carpools in advance. Employees will know (in advance) how to commute if access from an area becomes limited or difficult to access.
- Encourage employees to call others on their list, and not wait for the emergency, to set up potential carpools and to get to know each other better.

### **Public Transit**

- Encourage employees to obtain transit itineraries and plan a transit-based commuting trip.
- Provide employees with free transit passes on a trial basis.

### **Telework**

- Assess which jobs and employees are appropriate for working remotely.
- Test your IT technology for secure and dependable remote access.
- Train potential teleworkers and their managers.
- Conduct an emergency drill to determine how well employees and infrastructure perform.
- Identify other locations that employees could work from, such as branch offices.
- Contact your local rideshare organization to explore how teleworking can be implemented at your work site.

## **Alternative Work Schedules**

Staggered work hours, or alternative work schedules, may help alleviate the burden of your employees' commutes.

Examples include:

- 4/10 (employees work 10 hours for four days, the fifth day is off)
- 9/80 (employees work 80 hours in 9 days, the tenth day is off)

## **Bicycling and Walking**

- Provide employees with access to showers, lockers and bicycle racks.
- Encourage employees that live close to work to try bicycling or walking.
- Encourage employees to contact local bicycle associations for trip planning. Check with a local rideshare organization to provide this information or direct you to an appropriate group.
- Create a Bike Mentor Program. Set up meetings for employees in zip codes close to work to meet and set up walking or bicycling "pools" to walk or bike together. Experienced bicyclists can help inexperienced cyclists get started.

## **Contact City and County Emergency Preparedness Groups**

- Know the official plans for evacuation, road closures, pandemic flu and other incidents.
- Provide employees with information to share with family, friends and neighbors.
- Encourage employees with pets to make a plan for their care and safety.
- Announce and market the program to employees.

## **Lessons Learned**

The best Business Continuity Plans are tested ahead of time. Conduct emergency tests to evaluate how well your organization performs.

- Management commitment is key to implementing a successful plan.
- Provide employees with timely information/ options before a disaster strikes.
- Use a Voice Over Internet Provider (VOIP) for continued communications.
- Telecommunications infrastructure may be more robust than the roadway infrastructure – text messages may be more accessible due to smaller bandwidth.
- During a disaster, a decentralized business plan becomes practical.
- Transit/carpooling/vanpooling can impact mobility, safety and security.

### **511 OFFERS FREE SERVICES AND TOOLS FOR EMPLOYERS**

Want to help your employees find more efficient and economical ways to get to work? 511 offers a variety of services and tools to help you assemble a successful Transportation Demand Management (TDM) program at your worksite. This service is provided at no cost to your organization by the Metropolitan Transportation Commission. Services include:

#### **ONLINE RIDEMATCHING**

With just a few clicks on 511.org, the RideMatch Service instantly matches your employees with other people making a similar commute.

#### **VANPOOL FORMATION AND SUPPORT**

Vanpooling may be an option at your worksite, and we can help you set up vanpools from start to finish.

#### **COMMUTE INCENTIVES**

Employees who use commute alternatives to driving alone can benefit from a variety of incentives, including commuter tax breaks, free bridge tolls, carpool lanes and other financial incentives.

#### **WORK SITE EVENTS**

511's representatives will participate in select events to promote carpooling and vanpooling at your worksite.