CityBus Tubbs/Nuns Fire Emergency Response
Sonoma County Transportation Authority
December 11, 2017
Immediate response to onset of disaster

• In service for EOC by 2:00am on Monday, October 9
• Evacuated approx. 370 people within first 12 hours
  • Senior housing, assisted living, apartment complexes and Kaiser
• Extra customer service resources deployed to assist riders
• 24-hour staffing at Transit Operations
Ongoing support over next two weeks

• Restored regular service at Saturday service level on Tuesday, October 10

• Provided 64 buses to EOC, carrying 750 passengers
  • Evacuations
  • Shelter transportation
  • Local Assistance Center shuttle
  • Deployment of National Guard and Salvation Army volunteers
Ongoing support over next two weeks

• Fare-free service for two weeks
  • Free 31 Day Passes for emergency shelter residents
• Administrative staff dedicated full-time to EOC Public Information and Logistics teams
• Hosted shelter and day care at Transit Operations Building
Current status/longer-term impacts

• Back to regular service on all but one route
• Damage to fleet/facilities minimal
• Significant impact on fare revenue, ridership
• Changing travel/ridership patterns
What we learned

• Emergency planning/training activities paid off
• Transit staff showed extraordinary commitment, even when personally affected by the fires
• Coordination among Sonoma County operators was strong
• After-action evaluation underway
  • Templates or technologies for communication with riders?
  • How would lack of power, fueling issues, communication challenges, or other constraints affect our response?