



PORTLAND AERIAL TRAM

Standard Operating Procedure Shuttle Bus During Shutdown

TRAM SOP04

Effective Date: December 15, 2006

Approved By: Portland Aerial Tram
Executive Management Committee

Revision Date: March 5, 2013

I. Purpose/ Rationale: The purpose of this SOP is to set out procedures for the provision and use of shuttle service for OHSU employees, faculty, students, trainees and volunteers and persons on OHSU property at OHSU's invitation ("OHSU riders"); persons with health care appointments or otherwise accessing health care services at OHSU on the Marquam Hill Campus and/or the Center for Health and Healing ("OHSU patients"), family members and friends of OHSU patients accompanying them in order to assist with their care ("OHSU patient companions") and any veteran seeking care at the Portland VA Medical Center ("VA patients") between the OHSU South Waterfront and Marquam Hill campus during scheduled and unscheduled shutdowns of the Tram.

II. Scope: This SOP relates to the provision and use of shuttle service during Tram shutdown for transportation of OHSU riders, OHSU patients, OHSU patient companions and VA patients. Alternative shuttle bus transportation will not be available to public riders (Fare paying riders) during regularly scheduled shutdowns of the Tram. During unscheduled Tram shutdowns, shuttle service will be provided only to OHSU riders, and to those members of the public who would otherwise be stranded at either Tram terminal.

III. General Procedures for Shuttle Service:

A. Scheduled Service Interruption: The Tram Manager will notify the OHSU Tram Administrator of any scheduled Tram service interruption not less than 30 days prior to the interruption. Immediately upon receipt of that notice, the OHSU Tram Administrator will notify the OHSU Parking and Transportation Office ("Parking Office"). The Parking Office will be responsible for scheduling shuttle service during scheduled Tram operating hours for the period of the service interruption. Scheduled Tram service interruptions will be timed to minimize the need for shuttle service.

B. Unscheduled Shutdown:

1. In the event of an unscheduled Tram service interruption, the Tram Operator will notify OHSU Public Safety Dispatch in the manner and as required by TRAM SOP06 (Incident Planning and Operations). Following the notifications required by TRAM SOP06, the Parking Office will be responsible for mobilizing a shuttle service by immediately redirecting shuttle buses from the Schnitzer parking lot to the Tram lower and upper terminals. The shuttle buses will provide service during Tram operating hours for the period of the unscheduled service interruption.

2. In the event of an unscheduled service interruption, the shuttle buses from the Schnitzer parking lot will carry up to 96 passengers each direction per hour, with an expected ride time of approximately 15-20 minutes between the two locations. The Parking Office will assess OHSU ridership demand for the anticipated service interruption and determine whether or not additional capacity is required. If additional capacity is

required to meet the needs of OHSU and persons accessing OHSU, the Parking Office will notify OHSU Logistics. OHSU Logistics will assess its transportation needs and make available to the Parking Office those vehicles operated by OHSU Logistics and appropriate for shuttle service that are not essential to Logistics operations. If resources provided by OHSU Logistics are insufficient, RAZ will also be mobilized for additional service.

C. Service Delivery: The Station Attendant will assist in boarding issues that arise with the reduced level of capacity available. The Parking Office will coordinate communications between shuttle buses, Welcome and Registration desks, and Patient Access Services in order to continually assess ridership demand during a shutdown.