



# PORTLAND AERIAL TRAM

## Standard Operating Procedure Incident Planning and Operations

TRAM SOP06

Effective Date: December 15, 2006

Approved By: Portland Aerial Tram  
Executive Management Committee

Revised Date: March 5, 2013

**I. Purpose/Rationale:** The purpose of this SOP is to identify those persons with responsibility to plan for and oversee responses to unscheduled service interruptions, unexpected events, incidents, and emergencies involving the Tram (each referred to below as an “Incident”), to identify resources available to the OHSU community and other Tram riders for information concerning an Incident, and to set out the responsibilities of the members of the OHSU community upon the occurrence of an Incident. An Incident may arise as a result of, or be related to the following: weather, Tram malfunction, a threat relating to the Tram, a suspicious package on or about the Tram, suspected or actual criminal activity on or about the Tram, suspicious circumstances or persons on or about the Tram, disruptive individuals or activity on or about the Tram, or any other circumstance related to the Tram that may pose a risk of harm to a person, to property or to OHSU operations.

**II. Scope:** This SOP sets forth the roles and responsibilities of those persons at OHSU with authority to plan for and implement responses to any Incident, and the responsibilities of the members of the OHSU community upon the occurrence of an Incident. As used in this SOP, “OHSU community“ means OHSU employees, faculty, students, trainees, and volunteers, persons on OHSU property at OHSU’s invitation, and 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.

**III. Communications About an Actual or Potential Incident:**

**A.** Any member of the OHSU community with a concern or information about a circumstance or occurrence related to the Tram that may pose a risk of harm to a person, to property, to the efficient operation of the Tram or to OHSU operations shall immediately communicate that concern or information:

1. Personally to available Tram operations personnel or to any OHSU Public Safety Officer, or
2. By calling OHSU Public Safety at 503-494-7744 (503-494-4444 for emergencies)

**B.** Members of the OHSU community may access available information concerning the nature of an Incident, likely Tram service interruption times resulting from an Incident, and/or directives that are to be followed to ensure the safety and efficiency of Tram operations following the occurrence of an Incident as follows: OHSU Alert Line (503-494-9021) or the Tram web site at GoByTram.com.

**IV. Incident Response Plan:**

**A. Development of Plan:** OHSU Public Safety, in collaboration with the Tram Operator (currently DoppelmayrUSA), the City of Portland (City), the Portland Fire Bureau (PFB), the Portland Police Bureau (PPB), transportation officials, and others, will develop an Incident Plan (“Plan”) and submit the Plan to the OHSU Chief Administrative Officer (OHSU CAO) for review.

**B. Plan Components:** The Plan will include the following:

1. Identification of OHSU personnel and Tram Operator personnel with responsibility for responding to various types of Incidents, and training requirements for such personnel;
2. Clear lines of authority and responsibility for directing responses to Incidents;
3. Specific protocols to be followed in response to various types of Incidents;
4. Communications protocols to be implemented and communications resources to be utilized upon the occurrence of various types of Incidents designed to ensure the most rapid and efficient response to an Incident;
5. Protocols designed to ensure the appropriate involvement of PFB, PPB and/or the City on those Incidents that require involvement by those agencies;
6. Identification of circumstances that require the establishment of an Emergency Operations Center (EOC) and protocols to be followed in connection with an EOC;
7. Timelines for responding to Incidents;
8. Identification of Tram-related emergency supplies and equipment, location of such supplies and equipment, and persons with responsibility to ensure the presence and functionality of such supplies and equipment; and
9. Report and record-keeping requirements related to Incidents.

**C. Updating of Plan:** OHSU Public Safety in collaboration with the Tram Operator, the City, PFB and PPB will review the Plan annually and within 30 days following any Incident that results in a mid-trip evacuation or a major disruption of Tram operations, and make recommendations to the OHSU CAO for changes or improvements to the Plan. Any revisions to the Plan shall be circulated to all agencies, departments, and individuals who may be expected to participate in its implementation and must be approved by the OHSU CAO.

**D. Accessing Plan:** A copy of the Plan is available at [THIS LINK IS BROKEN AND ANOTHER SOURCE COULD NOT BE FOUND](#).

**V. Response to an Incident:**

**A. Consistency with Plan:** OHSU's response to an Incident shall be conducted in manner that is consistent with the Plan.

**B. Incident Command:**

1. *Incident Commander:*

- a) Upon the occurrence of an Incident, one of the following individuals will be authorized to act as the Incident Commander (IC):
  - (1) OHSU Director of Public Safety;
  - (2) OHSU Director of Transportation;
  - (3) OHSU Tram Administrator;
  - (4) OHSU Director of Environmental Health & Radiation Safety;
  - (5) Doppelmayr Tram Manager (On an interim basis until one of the above individuals can assume IC responsibilities);
  - (6) OHSU Public Safety Officer in Charge at the time of the event (on an interim basis until one of the above individuals can assume IC responsibilities.); and
  - (7) Those other individuals identified in the Plan.

b) The designation of IC shall occur in the manner and within the time limits set out in the Plan, and information concerning Incident Command will be made

available via the OHSU Alert Line (503-494-9021) and the Tram web site at GoByTram.com. OHSU News & Publications is responsible for communicating information concerning the Incident to the public/media.

2. *Incident Commander Responsibilities:* The Incident Commander is responsible to coordinate responses to an Incident, including responses by outside agencies, and to oversee OHSU's response to an Incident, in each case in a manner consistent with the Plan. The Plan will identify those persons who may be called upon by the IC to staff the response to the Incident.

**C. Compliance with Incident Commander Directives:** In the event of an Incident, all members of the OHSU community will comply with the directives of the IC as they relate to the Tram Incident. Directives of the IC may include, but are not limited to, requesting direct assistance from one or more OHSU departments in the form of staff, resources, transportation assistance, etc. necessary to effectively manage a Tram Incident.

**D. Emergency Shutdown of Tram:** The following persons at OHSU have authority to order shutdown of the Tram: OHSU President, Chief Administrative Officer, the OHSU Director of Transportation, the OHSU Director of Public Safety, and if imminent security issues are presented, the OHSU Public Safety Officer In Charge (OIC) at the time of the Incident. In addition, Doppelmayr staff and certain City officials have Tram shutdown authority. No other person has authority to order a shutdown of the Tram.

## **VI. Equipment and Supplies for the Tram**

1. *Tram Cabin:* The Tram Operator is responsible to ensure that the following equipment and supplies will be located in the cabins of the Tram at all times during Tram operation:

- a) Medical Emergency Response Guide;
- b) Public Access Defibrillator (PAD) and required quality procedures and checklist;
- c) Basic Life Support (BLS) –certified Cabin Attendant;
- d) Communication to Public Safety Dispatch (503-494-4444);
- e) First Aid kit with bandages, etc. including air sick bags, gloves, air freshener, resuscitation barrier; and
- f) Absorption pads/material and trash bags.

2. *Equipment and Supplies at Lower Tram Terminal:* The Tram Operator is responsible to ensure that a Public Access Defibrillator (PAD) will be located at the lower Tram terminal at all times during Tram operation.

3. *Emergency Response at Upper Terminal:* The OHSU Code Team will respond to emergencies at the upper terminal.