

**PASSENGER TRANSPORTATION UNIT
RIDEALONG/NAVIGATOR
POSITION DESCRIPTION
SEVERE WEATHER
(ICS-204 Form)**

Position: Passenger Transportation Unit Ridealong Navigator - Severe Weather	Section:
Recruitment for (can select both):	Volunteer: Y Staff: Y
Position Supervisor: Passenger Transportation Unit Lead	
Work Location: Multnomah County Emergency Operations Center, 501 SE Hawthorne Blvd, Portland, OR - 2nd Floor	
Shifts: Varies dependent on incident parameters; will be communicated to staff via shift sign up tool.	
Unit Leads Dave Lentzner david.lentzner@multco.us 503-679-3275 Yvette Osborne yvette.osborne@multco.us 503-729-6594 Percy Winters, Jr percy.winters@multco.us 503-313-0259	Supervisor: eoc.groundsupportunit@multco.us
Section Overview	
The Logistics Section is responsible for all service support requirements needed to facilitate incident management operations, including the ordering of additional resources. This Section provides facilities, transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, as required.	
Unit Overview	

Passenger transportation is a critical lifeline for severe weather emergency response. When the National Weather Service (NWS) indicates there will be severe weather (severe cold, heavy precipitation or snow, extreme heat, hazardous air quality), the ability to transport at-risk community members to emergency warming/cooling spaces and shelters or other locations is a vital public service. Emergency management is responsible for assisting with transportation of shelter participants either through coordination of partner resources or direct assistance. Transportation may include movement of people between shelters to maintain safe occupancy limits, transport of families to motels or family shelters, transport of medically stable guests to emergency rooms, and to help people exit from shelters when they close. Transportation is provided for those with mobility limitations, pets, or other barriers that may prevent them from using public transportation.

Safety Message

Safety Precautions

1. Wear warm, dry clothing in layers. Closed-toe shoes are required. Gloves and hats are recommended. Traction cleats may be provided, but are also recommended to bring if possible.
2. If any emergency occurs, contact 911 as appropriate, and notify the Passenger Transportation Unit Lead as soon as possible.
 - a. Incident reporting
 - i. Call 911 first if a life-threatening emergency, or if you need immediate police, fire, or medical assistance.
 - ii. Contact Passenger Transportation Unit Lead, who will notify Safety Officer and Logistics Chief.
 - iii. Incidents involving workplace violence, injuries, or damage to county or non-county property must also be reported through Multnomah County's incident portal [Origami](#). Reports should be filed as soon as possible but not until staff are in a safe location. All county staff are required to have taken [incident reporting training](#) in Workday. Paper reporting forms can be provided if needed.
 - iv. The Origami site also has resources if staff are exposed to bloodborne pathogens or to report workplace harassment or discrimination.
 - b. Collision reporting
 - i. Call 911 first if a life-threatening emergency, or if you need immediate police, fire, or medical assistance.
 - ii. Report the accident to your Vehicle Dispatcher, who will ensure the Unit Lead is notified. If your vehicle is not operable, another vehicle will be dispatched to return you to the Multnomah Building.
 - iii. Drivers must report accidents through the Auto Incident/Accident (RSK-4) form located on the Origami site. As with other incidents, this should be done as soon as possible, but not until it is safe to do so.
2. High Visibility Vests
 - a. At all times outside of the office space, a provided high-visibility vest is required to be worn.
3. Defensive Driving
 - a. A defensive driving class is required to drive Multnomah County vehicles.

- b. Safety should be the most important consideration when driving, and with speeds significantly reduced when using chains.
- 4. [Bloodborne pathogen training](#) is required for all Emergency Operations Center Staff.
- 5. Masks and other personal protective equipment (PPE) will be available for use, but are not required. Staff with symptoms or positive tests of infectious illness should cancel shifts.

Position Responsibilities

This position is mainly responsible for assisting with the transportation of community members to various locations during an emergency. Some of the general duties may include but are not limited to:

- Communicating with Vehicle Dispatchers and Unit Leads via cell phone, primarily to receive information about ride requests and relay status of rides.
- Acting as a Navigator for Drivers using online map tools (Google Maps, etc.)
- Working together with a Driver as a team, providing support to each other to ensure safe and efficient operation of guest transportation.
- Providing trauma-informed customer service to community members needing rides to warm or cool spaces, from one shelter to another, or away from shelters when they close.
Trauma-informed service includes:
 - Taking care when loading guests and their belongings, including the safe operation of lifts and securement devices for those with mobility limitations. Ensuring that all riders are safely secured in the vehicle. In most cases, Ridealong/Navigators will need to perform this task by themselves.
 - Getting consent from guests before helping them or touching their belongings.
 - Accommodating pets (must be leashed or crated), children (child seats will be available), and large amounts of belongings.
 - Being patient and using soft skills and de-escalation techniques to assist people who are cold or hot, upset, or traumatized and/or with existing emotional or behavioral health disabilities. Ridealong/Navigators are not required to accept threats, abuse or harassment from guests, and may decline rides or request support from Vehicle Dispatchers.
 - Be comfortable communicating with Limited English Proficiency speakers and using phone-based translation tools for interpretation if necessary.
- Assisting in providing situational awareness to incoming staff, and training new staff on unit processes on the job.
- Cleaning and sanitizing work areas and vehicles.
- Maintaining fuel in vehicles using gas cards if allowed by work volume.
- Providing other rides for essential staff if required and support other unit vehicles if they need assistance.

General Staff Assignments

Ridealong/Navigator:

- Receive pickup locations from Unit lead or acting dispatcher and provide current location, anticipated route, and estimated arrival time at guest pick-up location.

- Use cell phone-based navigation tools to inform Driver of pick-up location, and provide navigation to pick-up location as needed.
- After pick up, use cell phone-based navigation tools to inform Driver of drop-off location and provide navigation support as needed.
- Contact guests using cell phone to coordinate pick-up if needed, or ask Vehicle Dispatcher to assist with pick-up coordination.
- Contact Vehicle Dispatcher via radio to confirm you have located the guest and are ready to proceed to the destination.
- Assist guests with entering and exiting the vehicle and entering their destination. Ensure that the guest is received at the drop-off location - the front desk if at a warming shelter.
- Assist guests with loading and unloading of personal belongings as needed.
- Employ soft skills and guest-focused, trauma-informed customer service to facilitate a safe, comfortable transportation experience for guests and safety for driver and passengers.
- Ensure guests are safely seated in vehicles, and items are safely stored for transport.
- Possible lifting, carrying up to 50 lbs.
- Contact the Vehicle Dispatcher to notify them that the guest has been safely transported to their destination.
- All Ridealong/Navigators will be paired with a Driver for accountability/safety. All Ride-Along Partner/Navigators will use two-way radios as primary communication with Vehicle Dispatchers, and should be prepared to use cellphones as a backup in case of radio functionality issues.

Working Environment

- During an activation for severe weather, shifts will occur throughout the day and into the night, based on the incident and will run consecutive days until activation has ended (including through demobilization). Unit staff should not work more than 14 hours in a 24-hour period (including their regular job if required to be performed). Efforts will be made for employees to have at least one day off in a seven-day period during activation.
- Swing shift and overnight hours will need staff support - staff will be able to choose their preferred schedule unless shifts are already filled.
- Staff will be provided time for breaks and meals in accordance with regular county policies. Staff will be ensured to be able to leave at the end of their scheduled shift, but the unpredictable length of time of rides may lead to staff being asked if they are willing to stay longer to complete a drop off.
- Field work is done in coordination with a Driver independently with limited lead supervision .
- Riding in a vehicle during inclement weather is required.
- Vehicle types are most likely to be a lift vehicle (paratransit bus), small school bus or passenger van or minivan.
- Ridealong/Navigators may ride in a contracted vehicle, with a contracted driver that has only received county de-escalation training on the job.
- Operating outside of daylight hours will be required in many shifts.
- Some assignments may include bending, walking, sitting for extended periods, standing for extended periods, and carrying community members personal belongings.
- Brief periods of being outside in very hot or cold conditions when not in a vehicle.

- Pets may be present, but are required to be leashed or in carriers. These will be provided if needed.
- Some of the population served may have chronic illnesses, injuries; and may be experiencing mental health or substance use challenges that are ongoing. The incident, along with having to move, may be a cause of distress for them.
- Narcan will be provided in travel supplies and training in use is highly recommended.

Support Resources for this Position

- People, Place, Processes, and Power. The [Equity & Empowerment Lens](#) seeks to identify underlying patterns, barriers, and opportunities leading to equity and racial justice.
- It is important that we incorporate our Equity initiatives in all that we do. Review Multnomah County's [Why We Lead with Race](#) area of the website.
- Carry out the Vision, Mission, Values and Goals of Multnomah County - View [here](#)
- The Portland City Council unanimously passed Resolution 37492 on June 17, 2020 adopting Anti-racism, Equity, Transparency, Communication, Collaboration, and Fiscal Responsibility as Core Values of the City of Portland. These values inform a unified workplace and city culture, systems, policies, practices, and procedures. View [Here](#).
- Use Assertive Engagement approach in working with guests and other staff - More information [here](#)
- Deliver services in a Culturally Responsive and/or Culturally Specific manner - Multnomah County guidance found [here](#).
- County employees across the organization have stepped forward to develop a strategic plan and help create a workplace where everyone can reach their full potential. - View [here](#)
- Responsive to continuously developing situations, sometimes with urgency.

Qualifications

- Ability to arrive at a reporting location without assistance, including during severe winter precipitation events.
- Ability to lift and maneuver up to 50lbs.
- Ability to understand and follow directions.
- Ability to communicate via talk and text on a cell phone. Ability to record information provided by a Vehicle Dispatcher as needed.
- Ability to use cell phone-based navigation tools/maps to identify addresses, determine routes to/from pick-up locations and warming locations.
- Ability to coordinate and communicate with Unit Lead, guests, shelter Persons in Charge (PICs), and Vehicle Dispatchers.
- Ability to communicate, interact with, and provide trauma-informed customer service to community members, including a diverse population, those for whom English is not their primary language, people with mobility and other functional disabilities, and those who are temporarily unhoused.
- Recommended:
 - De-escalation training
 - Administering Narcan

- Basic first aid training
- CPR/AED training

Soft Skills

Area	Impact	%
Working in groups	Transporting passengers, interacting with Guest Transport Driver	100
Working alone		0
Direct service (client facing)	Transporting guests to/from warming destinations. Interacting/communicating with Unit Lead and Vehicle Dispatcher to coordinate guest pick up/drop off. Collaborating with Driver and acting as their navigator. Communicating/conversing with guests, including employing de-escalation techniques as needed, to allow Driver to focus on safe vehicle operation.	100
Behind the scenes work	Counting inventory, checking safety/cleanliness of vehicles, getting gas and staging and loading supplies.	50
Big picture thinking	Planning how to route/navigate efficiently and safely to/from pick up/drop off locations Anticipate Driver and guest needs/concerns on the fly to facilitate safe, efficient transportation and as positive an experience as possible.	80
Detail oriented work	Use of vehicle lifts and securements to safely transport those with mobility limitations. Careful and safe packing of belongings. Supporting Driver in routing trips efficiently, and planning for gas stops and breaks/meals. Management of vehicle inventory.	50
Problem solving/process development	Being prepared for resolving unexpected situations and providing high-quality service while managing stress. Working with Vehicle Dispatchers to resolve minor issues.	20
Completing defined task lists	Given assignments throughout shift and completing and documenting them.	90
Working with technology	Communication via radios and phone. Using digital maps (Mapquest, Google maps, etc) to assist with routing. Using	90%

	scheduling tools to identify shifts, and completing online trainings on the job as needed.	
Working with people	Working with other staff/drivers and the public	80%
Teleworking		0%
Working in person		100%

Tools and Equipment used to do the work

Tool Used	Impact	%
Spreadsheets or Google Sheets	Scheduling docs and managing inventory.	5%
Surveys, Google Forms, Signup Genius	Identifying shifts.	5%
Data Analysis		0%
Google Docs	Sometimes docs are sent by leads or EOC command.	5%
Mail Chimp, Everbridge, Mass Alerts		0%
Radio, Phone, Video Calls	Consistent use of cellphones used for communication and to assist with trip routing.	90%
Information Gathering or Verification	Receiving and verifying pickup information from Vehicle Dispatchers. Maintaining activity logs and reporting milestones during transport.	90%
County Procurement Systems		0%
Drafting County Policy or Procedure		0%
Budgeting or County Finance		0%
Safety Equipment	Vehicles will be equipped with a shovel, fire extinguisher, first aid kit, and other safety equipment. Traction cleats are	100%

	recommended and may be provided during winter activations. PPE will be provided.	
Trailers		0%
Large Trucks (CDL) or Forklifts		0%
Inventory or Warehousing	Maintaining vehicle inventory.	10%

Site Locations

All vehicles will be staged at the Multnomah Building. All ridealong/navigators must report to this location, including during inclement winter weather. Vehicles and Driver-Ridealong teams will be assigned at the start of shift. Unit Leads and Vehicle Dispatchers will also work at this location.

Multnomah Building

[501 SE Hawthorne Blvd, Portland OR](#)

Shelters:

Shelters will be determined based on the incident and addresses will be provided before the start of shifts. Other warming locations, regular identified stops, and fuelling locations will also be provided.

Parking:

Free two-hour parking is available around the building, and unlimited free parking is available around SE 12th Ave. We will attempt to get temporary badge access to the garage (SE Clay St. entrance) for all County staff. Note that garage is locked at 6pm, so only those with badge access should park inside if working in the evenings.

Prepared By: Dave Lentzner, Passenger Transportation Co-Unit Lead

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