

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: December 17, 2008

SUBJECT: TTC CORPORATE POLICY REVIEW –
2.9.2 – Visiting/Calling the Transit Control
Centre During Emergency Situations

ACTION ITEM

RECOMMENDATION

It is recommended that the Commission approve the following TTC Corporate Policy, as amended, which is attached hereto as Appendix 'A'.

BACKGROUND

At its meeting of July 14, 2004, the Commission approved a motion to undertake a review of the TTC's Corporate Policy Manual with a request that they be brought forward one policy per meeting for the review and consideration of the Commission.

DISCUSSION

The above process commenced at the Commission meeting of February 9, 2005. In addition to the scheduled policies, it may also be necessary on occasion to bring forward new policies which arise during the course of the year, or revised policies requiring approval prior to their scheduled review date.

Policy 2.9.2 – Visiting/Calling the Transit Control Centre During Emergency Situations is submitted for Commission approval prior to its next scheduled review date with the suggested changes (see Appendix 'B').

November 21, 2008
06-276
Attachments

Toronto Transit Commission
APPENDIX 'A'

POLICY/INSTRUCTION

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Visiting/Calling the Transit Control Centre During Emergency Situations	Operations		2.9.3

1.0 RESPONSIBILITY

General Manager - Operations

2.0 PURPOSE

To establish guidelines and conditions under which the Transit Control Centre will operate and which all other employees of the TTC will be governed by when there is an emergency situation being dealt with by the Transit Control Centre staff.

3.0 GUIDELINES

During emergency situations the Transit Control Centre requires full and efficient utilization of the resources available in order to resolve the incident/situation and restore services in a safe and prompt manner. Visits and/or non-emergency calls to the Transit Control Centre during these situations may cause undue stress, distraction, and/or take the staff away from other more critical functions, which may negatively impact on the resolution of the situation.

- 3.1 Only the staff on duty, the Superintendent - Transit Control and General Superintendent – Rail Transportation are permitted in the centre during any kind of emergency situation. (The flashing white beacon light by the main door to the Transit Control Centre is an indication of an emergency situation in progress).
- 3.2 The on duty Assistant Superintendent and/or the Superintendent will request additional resources, as required, by calling and/or paging the appropriate employee/person.
- 3.3 During an emergency situation no TTC employee shall call the Transit Control Centre to request updated information on the incident, unless that employee has been requested by the Transit Control Centre to assist in the resolution of the incident.

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Toronto Transit Commission
APPENDIX 'A'

POLICY/INSTRUCTION

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Visiting/Calling the Transit Control Centre During Emergency Situations	Operations		2.9.3

If extenuating circumstances arise the Operations Branch Deputy General Managers, Director – Corporate Communications, General Manager - Operations and Chief General Manager or their designates may call the Transit Control Centre for updated information, e.g. to liaise with outside agencies (police, fire, or ambulance), the media and the Chair of the TTC.

- 3.4 Transit Control Centre staff will page, via the TTC paging system, all relevant information regarding the incident. Updates will be sent during the progression of the incident.
- 3.5 Employees may contact the Transit Control Centre at extension 3444 if they are in the proximity of the emergency situation location and can provide immediate assistance, or extension 3555 for life threatening emergencies.
- 3.6 If further information is required during the course of the emergency, employees may contact the General Superintendent – Rail or his designate, during normal and off-hours, who will be periodically updated by the Transit Control Centre during the emergency. (Refer to 3.4)
- 3.7 Once the page announcing the resolution and completion of the emergency situation is received, employees may contact the Transit Control Centre for further information.
- 3.8 Strict adherence to this policy is mandatory by all employees.

4.0 REFERENCE SOURCES

- None

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APPENDIX 'B'

To be added

POLICY/INSTRUCTION

~~To be deleted~~

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Visiting/Calling the Transit Control Centre During Emergency Situations	Operations	May 11/05	2.9.2

1.0 RESPONSIBILITY

General Manager - Operations

2.0 PURPOSE

To establish guidelines and conditions under which the Transit Control Centre will operate and which all other employees of the TTC will be governed by when there is an emergency situation being dealt with by the Transit Control Centre staff.

3.0 GUIDELINES

During emergency situations the Transit Control Centre requires full and efficient utilization of the resources available in order to resolve the incident/situation and restore services in a safe and prompt manner. Visits and/or non-emergency calls to the Transit Control Centre during these situations may cause undue stress, distraction, and/or take the staff away from other more critical functions, which may negatively impact on the resolution of the situation.

3.1 Only the staff on duty, the Superintendent - Transit Control and General Superintendent – ~~Subway~~ **Rail** Transportation are permitted in the centre during any kind of emergency situation. (The flashing white beacon light by the main door to the Transit Control Centre is an indication of an emergency situation in progress).

3.2 The on duty Assistant Superintendent and/or the Superintendent will request additional resources, as required, by calling and/or paging the appropriate employee/person.

3.3 During an emergency situation no TTC employee shall call the Transit Control Centre to request updated information on the incident, unless that employee has been requested by the Transit Control Centre to assist in the resolution of the incident.

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APPENDIX 'B'

To be added

POLICY/INSTRUCTION

~~To be deleted~~

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Visiting/Calling the Transit Control Centre During Emergency Situations	Operations	May 11/05	2.9.2

If extenuating circumstances arise the Deputy General Managers in the Operations Branch, the ~~Deputy General Manager – Corporate, the Public Affairs Director,~~ **Director – Corporate Communications**, the General Manager - Operations and the Chief General Manager or their designates may call the Transit Control Centre for updated information, e.g. to liaise with outside agencies (police, fire, or ambulance) and/or the media.

- 3.4 Transit Control Centre staff will page, via the TTC paging system, all relevant information regarding the incident. Update pages will be sent during the progression of the incident.
- 3.5 Once the page announcing the resolution and completion of the emergency situation is received, employees may contact the Transit Control Centre for further information.
- 3.6 Employees may contact the Transit Control Centre at extension 3444 if they are in the proximity of the emergency situation location and can provide immediate assistance, or extension 3555 for life threatening emergencies.
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- 3.8 Strict adherence to this policy is mandatory by all employees of the Toronto Transit Commission.

4.0 REFERENCE SOURCES

- None

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