



## **STAFF REPORT INFORMATION ONLY**

### **Update on Corporate Emergency Plan**

<b>Date:</b>	July 11, 2016
<b>To:</b>	TTC Board
<b>From:</b>	Chief Executive Officer

### **Summary**

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The TTC has a documented Emergency Management Program which includes a robust Corporate Emergency Plan and Corporate Security Escalation Plan. These plans have established a governance framework, command and control resources and formal communications during declared corporate emergencies or security threats to the TTC.

This report and accompanying presentation provide a general overview of the structure, testing, roles and responsibilities and partnerships that are rooted in the TTC's Emergency Planning Program.

### **Financial Summary**

This report has no financial impact beyond what has been approved in the current year's budgets.

### **Accessibility/Equity Matters**

ACAT has reviewed the planning efforts for the past two major exercises and has had members participate in the both the Birchmount Emergency Exit exercise and the Sheppard OPTO evacuation exercise.

### **Issue Background**

The first TTC Corporate Emergency Plan was developed in the early 1990's and was a comprehensive plan that outlined specific tactical responses to emergencies and events. The plan was reviewed on a periodic basis and was completely rewritten in 2013 as an all hazards plan. The revised plan replaced the tactical response plans with an Incident Management System that is consistent with that of Toronto's emergency agencies.

The Corporate Security Escalation Plan was developed following the 9/11 attacks. This plan identified critical infrastructure, tactical staffing plans and directed senior

management on how to shut down the system in the event of a terrorist attack. This plan was treated as a confidential secret document as it listed potential weak points and specific tactical response plans. Prior to the PanAm games in 2015, the Corporate Security Escalation Plan was completely rewritten as a strategic plan for Executive Management outlining roles and responsibilities as opposed to identifying potential targets. The 2015 version of the plan is not classified as a secret document.

## **Comments**

During an emergency or security event, only the CEO or designate, has the authority to activate the Corporate Emergency Plan or the Corporate Security Escalation Plan. If the emergency will have a direct impact to the City of Toronto, the CEO, as a Toronto Emergency Management Program Committee (TEMPC) member, can request the OEM to activate the Emergency Operations Center.

Following the activation of either emergency plan, formal notifications begin to internal stakeholders – Chief Officers and Department Heads and external stakeholders – Chair, Board and the Mayor’s Office. Once internal command centres are established, formal communication pathways are developed to ensure timely and accurate information is being disseminated to all internal and external stakeholders.

During a TTC-led emergency, a TTC employee, typically a Chief Supervisor, will act as the Incident Commander (IC) at the incident site and communicate directly with Transit Control and liaise with on-site emergency personnel. Depending on the scope of the emergency, the on-site TTC IC may play a supporting role and take direction from the lead agency, such as fire or police. The TTC manages all emergencies, both internal-led and external support roles in an Incident Management System (IMS) framework, which mirrors the methodology all emergency services have adopted. This allows TTC to operate effectively and efficiently at an emergency scene with our external partners.

To ensure both plans remain relevant, they are reviewed and tested annually as part of a rigorous exercise program. A minimum of three tabletop exercises are held annually with both the operating departments and executive management. One field exercise is held annually, which typically involves evacuating a subway train loaded with passengers through the tunnel. The TTC also participates in external exercises hosted by Toronto’s Office of Emergency Management (OEM) and other transit companies.

The TTC Transit Enforcement Unit (TEU) plays a critical role in emergency preparedness for the TTC. While providing world class customer service on a daily basis in the course of executing their security function, the TEU is also responsible for gathering intelligence and using intelligence-led policing to effectively and efficiently protect the TTC employees and customers. The TEU is well connected within the intelligence community and creates daily intelligence reports for the TTC Executive. These reports are then used to create deployment plans and, when appropriate, increase the TTC’s security posture.

After terror events like the attacks in Paris and Brussels, the TEU created the TEAM (Threat Evaluation Assessment Monitoring) protocol. This protocol is used to bridge the gap between normal day to day operations and initiation of the Corporate Security Escalation Plan. TEAM has been developed for departments within the TTC that represent critical infrastructure and consists mostly of high visibility deployments and time critical inspections. TEAM is initiated from the TEU and each affected Department Head has a checklist of actions to follow.

The TEU works closely with all our police and security partners to ensure the TTC is informed each day as to the current threat environment so that we can position ourselves appropriately to mitigate any identified risk.

The Transit Control Center (TCC) is the central hub for emergency response at the TTC. The TCC co-ordinates communications, TTC response personnel, emergency services response and service disruption & recovery operations. For both routine and major emergencies, the TCC will dispatch a Chief Mobile Supervisor to the site. The Chief assumes control at the emergency site and is deemed the Incident Commander. They manage the local site response and communicate directly with Transit Control throughout the response.

The Stations Department is proactive about defending against many of the situations that can require emergency response in our subway system. By working with other departments, and practicing preventive measures on a regular basis, Stations personnel protect against dangerous fire safety conditions, security risks, and customer crowding hazards daily and nightly in the system. Station conditions, staffing and operability remain demonstrably important among the group. In the event of emergency, Stations staff will liaise with Transit Control, Transit Enforcement, Bus, Wheel-Trans, and other departments as required to provide a safe, customer focused alternative to the affected service.

## **Contact**

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