

# Union Station Joint Emergency Exercise

Bill Grodzinski, Director Security Division

Mark Bailie, Director Network Operations Centre

# EXECUTIVE SUMMARY

- On November 3<sup>rd</sup>, a full scale exercise was held at Union Station, bringing together over 300 participants from emergency response & other partner agencies including Metrolinx staff
- The aim of the exercise was to fully test the Metrolinx Emergency Plan:
  - Assess how we work with other agencies during an emergency situation
  - Identify opportunities to strengthen our plans
  - Practice internal escalation & response procedures
- The exercise scenario(s) combined a security event - active attacker with a secondary fire event occurring a short time later at track level.
- Our on-site response was strong and well co-ordinated with the many partners involved. We have opportunities to improve our communication across the broader organization and public and will work to strengthen these areas as these exercises continue into 2020.

## Partners Involved



# COMMAND & CONTROL - HOW WE RESPOND

At the Incident Site



- Initial response by front line staff
- Coordination with Emergency Responders
- Incident Site Command Post

At the Network Operations Centre



- Assess impacts to the Metrolinx network
- Coordination with incident site command post
- Internal service delivery adjustments

# EXERCISE OUTCOMES & KEY LESSONS LEARNED

## What Went Well

- Good coordination - site incident command post with responders
- Using procedures - staff worked through two unplanned real incidents at Union Station successfully
- Media interest and public support

## Process Improvements

- Internal - Enhancements of Standard Operating Procedures ensuring key decisions are implemented without direction
- External - Need for regular smaller functional exercises to be held with all response partners
- Further implementation of Incident Management System principles
- Bi-weekly drills and exercises of varying scale to be held throughout 2019/2020
- Metrolinx site commander course





# MEDIA STRATEGY

1. Ensure public was well aware
2. Ensure Metrolinx was viewed as a leader in preparedness

## The Results

- 9 positive media stories before exercise started
- 18 media participated in exercise - overall 50 media calls
- 14 interviews - live & taped
- Reporters generated over 100 social media posts
  - Featuring Metrolinx as a leader in safety / preparedness
- 15 media stories
  - Tone was 100% positive / neutral
  - 2 million media impressions
- Social media conversations on the exercise
  - Generated a reach of 4.7 million, and
  - 13 million impressions from hundreds of users



