



Metro

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Metropolitan Transportation Authority

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TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON *PAW*
CHIEF EXECUTIVE OFFICER

FROM: BOB GREEN *BCG*
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SUBJECT: BOARD ALERTS – INCIDENT/EMERGENCY
NOTIFICATION PROTOCOLS (SUPERSEDES PREVIOUS
BOARD BOX APRIL 2015)

ISSUE

Following recent emergency events, staff has revised the emergency communication protocols to ensure timely notification to the Board of Directors. Notifications are sent out by three Departments: Operations, System Security and Law Enforcement (SSLE), and Communications.

BACKGROUND AND DISCUSSION

Metro staff has reviewed the Emergency Response Communication Protocols set up for all events to determine their effectiveness and timeliness. During a major incident (i.e. major service delays up to an hour, dual-track closures, or a fatality) it is critical that the Board of Directors are notified promptly with initial factual information and that it continues to receive updated information about the incident as well as service recovery. Additionally, any activation of the Metro Emergency Operations Center (EOC) will also result in notification to the Board of Directors.

PROTOCOLS

Operations

Metro Operations executive management or their designee, provide updates to the Board regarding major service disruption, major incidents or accidents involving Metro personnel, customers, property, or equipment. Upon initial notification to the Bus Operations Control (BOC) or Rail Operations Control (ROC), an internal alert goes out to Metro executives and First Responders via the Everbridge system. Once a Metro agency representative or On-Scene Coordinator has assessed the situation, an update is given to Operations management. Operations executive staff disseminates the information to the Board and Senior Leadership Team (SLT) via a Board Alert and provides additional updates as conditions change and significant information is received. If an incident is a high-significance event, such as a major earthquake, or civil disturbance, Operations Executive Management may request activation of Metro's EOC, if necessary, for incident support. Upon activation, the Board will be notified of EOC activation and may receive an EOC Briefing (on-sight, via email, webcam, or conference), as appropriate.

System Security and Law Enforcement

Metro SSLE executive management or their designee disseminates information to the Metro Board and SLT regarding significant transit security events that involve multiple resources, draw major local or national media, or require an EOC activation. Due to the dynamic nature of rapidly evolving events, the notifications will be general in scope and nature. Updates will be sent if additional information is needed to clarify the magnitude or scope of the incident, or if corrections need to be made to the initial email. Email notification of the incidents will be distributed through a Board Alert. SSLE executive management may also determine that activation of Metro's EOC is needed. Upon activation, the Board will be notified of EOC activation and receive an EOC Briefing (on-sight, via email, webcam, or conference), as appropriate.

Communications

Upon initial receipt of major event information from the Everbridge system, service alerts go out via Metro's Social Media to notify the public of service disruptions. Media Relations will also provide service alert information to City News Service, and if warranted, will issue a news release to agency media contacts. For all events of interest covered by the media, the Board will be notified via Media Alerts. For emergencies and major service disruptions, Media Alerts will follow the Operations or SSLE report restating the most current information followed by the media outlets currently reporting on the event.

NEXT STEPS

Metro staff will continue to evaluate the effectiveness of current Emergency Response Communication Protocols and work to strengthen the lines of communication between staff and the Board. Based on the circumstances, Metro Operations or SSLE will increase efficiency by sending the initial Board Alert shortly after they receive notification of the impact on Metro's system. Following the initial Board Alert, staff will provide continuing updates as pertinent information is received.

Additionally, the privacy of all parties involved in reported incidents such as names, personal demographics, and other identifiers about groups and individuals will not be included in Board Alert notifications unless it is necessary and relevant to the substance of the notification (i.e., a death notification will not require race, gender, or age descriptors to communicate fatalities).