



NATIONAL TRANSPORTATION SAFETY BOARD
Investigative Hearing

Washington Metropolitan Area Transit Authority Metrorail train 302 that encountered heavy smoke in the tunnel between the L'Enfant Plaza Station and the Potomac River Bridge on January 12, 2015

GROUP	H
EXHIBIT	
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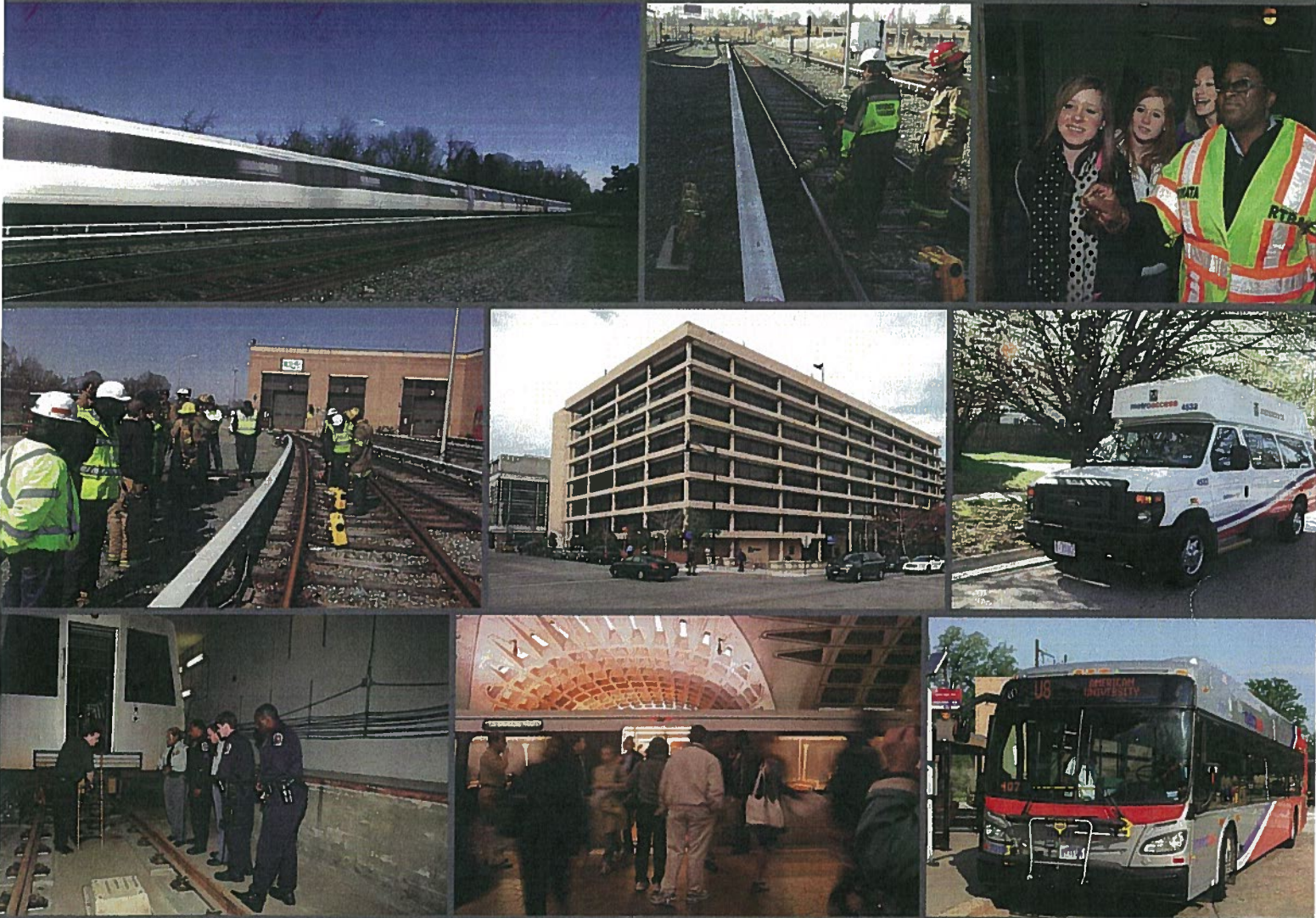
Agency / Organization

WMATA Office of Emergency Management

Title

WMATA Office of Emergency
Management 2014 Accomplishments
Report

Office of Emergency Management 2014 Accomplishments Report



Washington Metropolitan Area Transit Authority
2014

INTRODUCTION

The Washington Metropolitan Area Transit Authority's Office of Emergency Management (OEM) was created in December 2008, and was organized into the Metro Transit Police Department. The purpose of OEM is to strengthen Metro's emergency management capabilities, ensure the safety and welfare of its customers, employees, business processes, and infrastructure. This core function is accomplished by evaluating Metro's existing emergency management capabilities; developing and rebranding emergency response and recovery plans and procedures in accordance with Department of Homeland Security/Federal Emergency Management Agency Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans, and delivering training and conducting exercises.

The focus of the Office of Emergency Management during 2014 concentrated on preparation for the opening of the Silver Line Metrorail Stations; updating current emergency response and recovery plans and procedures; developing the Base Plan and Rail Specific Annexes for emergency response and evacuation of rail stations, training and exercising the newly developed and approved "Full Shutdown" Procedures; operating the Metro Transit Police Department (MTPD) emergency communications center; training and exercising of our first responders; managing digital video recording devices utilized by Metro; conducting exercises in coordination and collaboration with our regional stakeholders; procuring emergency personnel accountability equipment and implementing the emergency personnel accountability procedures; conducting emergency preparedness outreach; and, continuing to enhance key relationships with regional jurisdictions. OEM's goal is to ensure Metro has the most effective and operational emergency management team and capabilities in the nation.

The primary function of the office is ensuring emergency plans and procedures are developed, and emergency response personnel are trained on various Metro emergencies, thereby, creating an interconnected environment between first responders and Metro officials during an incident/event. The core function is accomplished by, but not limited to, the following activities:

- Evaluating WMATA's current emergency management core capabilities;
- Updating emergency response and recovery plans and procedures;
- Implementing a personnel accountability system;
- Delivering training and exercises;
- Staffing the Police Communications Center 24 hours a day, 7 days per week;
- Monitoring Metro's digital video recording devices 24 hours a day, 7 days per week; and,
- Responding to public/life safety emergencies, providing a liaison to the jurisdictional first responders and any additional tools and/or equipment needed during the response and recovery from an incident/emergency.

OEM is comprised of the Planning and Technical Services Division, Emergency Operations Division, Digital Video Evidence Division, and Police Communication Division.

EMERGENCY MANAGEMENT STAFF

The Office of Emergency Management is made up of a 49 person staff from diverse and varying backgrounds. These include Emergency Management and Homeland Security, Transit Operations, Fire and Rescue, Police, Transit Planning, Engineering, Community Outreach, Public Health, and Events Management Planning. Below are highlights of the expertise that is afforded to the Office:

Emergency Management Staff Information		
Name	Position/Years with Metro	Expertise and Responsibilities
Ron Bodmer EM-1	Director, 31 Years	<ul style="list-style-type: none"> • Response operations • Emergency management and law enforcement Administration • Recovery and mitigation processes • Manage finance, grants, and resources
Denton Rourke EM-2	Emergency Operations Manager 5 Years	<ul style="list-style-type: none"> • AED program management • Training exercise and drill coordination • Rail construction project fire life safety planning
Alexa Dupigny-Samuels EM-3	Manager, Technical Services 13 Years	<ul style="list-style-type: none"> • Technical services and special projects • Critical infrastructure protection and engineering • Emergency management outreach and safety
Scott Dunn EM-10	Fire Life Safety Liaison 33 Years	<ul style="list-style-type: none"> • Emergency management training coordination • Metrorail Emergency Response Training program manager • Roadway worker protection instructor
Daryl Sensenig EM-11	Senior Fire Life Safety Liaison 3 Years	<ul style="list-style-type: none"> • Continuity of operations planner • Exercise planning • Fire department experience
Barbara Childs-Pair EM-12	Fire Life Safety Liaison 3 Years	<ul style="list-style-type: none"> • Emergency management and homeland security administration • Grants and program management • Exercise planning
Brandon Graham EM-14	Chemical-Biological Emergency Management Coordinator 2 year	<ul style="list-style-type: none"> • PROTECT program manager • Chemical and biological weapons detection • Radiation detection
Charlie Biro	Fire Life Safety Liaison	<ul style="list-style-type: none"> • Rail tunnel emergency response

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EM – 20	25 years	<ul style="list-style-type: none"> equipment maintenance • Rail infrastructure and engineering • Infrastructure project management
Robert Joy EM-21	Fire Life Safety Liaison 4 Years	<ul style="list-style-type: none"> • Emergency Command Vehicle management • Hazardous materials • Metro familiarity for firefighters instructor
Ndanaan Jallow EM-22	Fire Life Safety Liaison 4 Years	<ul style="list-style-type: none"> • PROTECT program • Public health and pandemic flu awareness • WebEOC • CCTV expertise
Walter Lanier EM-23	Fire Life Safety Liaison 3 Years	<ul style="list-style-type: none"> • Metrorail Emergency Response Training instructor • Operations responder • Incident Command
Robert Hester EM-24	Fire Life Safety Liaison 13 Years	<ul style="list-style-type: none"> • Special events planning • Technical Writer • Planner
Jeffery Sesok EM-25	Fire Life Safety Liaison 31 Years	<ul style="list-style-type: none"> • Law enforcement and security • Metrorail Emergency Response Training instructor • MTPD System Maintenance/Radio Liaison
Gregory Vernon EM-26	Fire Life Safety Liaison 1 Year and 20 Months	<ul style="list-style-type: none"> • GIS expertise • Technical writer • Planner
John Keller EM-27	Fire Life Safety Liaison 3 Years	<ul style="list-style-type: none"> • AED program management • Training exercise and drill coordination • Metrorail Emergency Response Training instructor
Meira Demissie Administrative Assistant	Administrative Assistant 2 Years and 4 Months	<ul style="list-style-type: none"> • Administrative program management • Procurement
Clori Jones EM-30	Emergency Management Program Liaison 11 Months	<ul style="list-style-type: none"> • Events Coordinator • Project and Program Management • Public Relations Liaison
Pamela Dixon	Supervisor, MTPD Communications 21 Years	<ul style="list-style-type: none"> • Registered Public Safety Leader (Association of Public Safety Communications Officials) • Law enforcement mitigation and communication experience • Police Communications
Nicole Webster	Supervisor, MTPD Communications	<ul style="list-style-type: none"> • Registered Public Safety Leader (Association of Public Safety

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	17 Years	Communications Officials) <ul style="list-style-type: none"> • Law enforcement mitigation and communication experience • Police communications experience
Carol Brooks	Police Communications Specialist 22 years	<ul style="list-style-type: none"> • Police Communications • Trainer
Nicole Walker	Police Communications Specialist 17 years	<ul style="list-style-type: none"> • Police Communications • Trainer • Teaches Communications during MIR for MTPD officers and officials
Amy Alston	Police Communications Specialist 16 years	<ul style="list-style-type: none"> • Police Communications • Trainer
Dahn Inman	Police Communications Specialist 12 years	<ul style="list-style-type: none"> • Police Communications • Trainer
Wanda Jerman	Police Communications Specialist 11 years	<ul style="list-style-type: none"> • Police Communications
Samantha Green	Police Communications Specialist 10 years	<ul style="list-style-type: none"> • Police Communications
Tiffany Watson	Police Communications Specialist 10 years	<ul style="list-style-type: none"> • Police Communications • NICE System
Calvin Thornton	Police Communications Specialist 9 years	<ul style="list-style-type: none"> • Police Communications • Law Enforcement and patrol operations
Shameka Borders	Police Communications Specialist 9 years	<ul style="list-style-type: none"> • Police Communications
Vanique Carter	Police Communications Specialist 9 years	<ul style="list-style-type: none"> • Police Communications • Training • NICE System
Kenneth Nickerson	Police Communications Specialist 8 years	<ul style="list-style-type: none"> • Police Communications
Donald Bates	Police Communications Specialist 7 years	<ul style="list-style-type: none"> • Police Communications
Jarvalin Cooper	Police Communications Specialist	<ul style="list-style-type: none"> • Police Communications

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	6 years	
Dail Fuller	Police Communications Specialist 4 years	<ul style="list-style-type: none"> • Police Communications
Jonathan Williams	Police Communications Specialist 3 years	<ul style="list-style-type: none"> • Police Communications • Metro Bus Operator
Shawn Doody V-11	Digital Video Evidence Unit, Manager	<ul style="list-style-type: none"> • Law enforcement and Patrol Operations • CCTV expertise • Video management
Jesse Cortez V-12	Manager Digital Video Evidence Unit 4 months	<ul style="list-style-type: none"> • Policies and procedures technical writing • Research and analysis • Video Management
Michael Minchak V651	Digital Video Evidence Unit, Coordinator 33 years	<ul style="list-style-type: none"> • Law enforcement and Patrol Operations • CCTV expertise • Video management
Steve Lane V-652	Digital Video Evidence Unit 2 years	<ul style="list-style-type: none"> • CCTV System Design/Setup/Use within Public Safety Security Operations Centers • Forensic Video Analysis • Technical Writer • IT Oriented
Andrew Dawson V-653	Digital Video Evidence Coordinator 1 Year months	<ul style="list-style-type: none"> • Audio and Video Surveillance • Telecommunication Intercept • Tagging, Tracking and Locating • Bus, Rail Stations and Railcar Video
Victoria Robinson V-654	Digital Video Evidence Coordinator 19 months	<ul style="list-style-type: none"> • Video Surveillance
Thomas Pavlick V-655	Digital Video Evidence Coordinator 1 year	<ul style="list-style-type: none"> • Law Enforcement, Criminal Investigations and Patrol Operations • Live monitoring and situational awareness
Melissa Pedevillano V-656	Digital Video Evidence Coordinator 1 year	<ul style="list-style-type: none"> • Video Surveillance
Helen Action	Digital Video Evidence Coordinator 25 years	<ul style="list-style-type: none"> • Law Enforcement and Patrol Operations
Shannon Barnes	Digital Video Evidence Coordinator 2 years	<ul style="list-style-type: none"> • Special Police Officer
Michael Gonshor	Digital Video Evidence	<ul style="list-style-type: none"> • Law Enforcement and Patrol Operations

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	Coordinator 29 years	
Sodiq Apena	Digital Video Evidence Coordinator 16 months	<ul style="list-style-type: none"> • Special Police Officer
Jose Aponte	Digital Video Evidence Coordinator 3 months	<ul style="list-style-type: none"> • Law Enforcement • Network and IT • CCTV
Anthony Suarez	Digital Video Evidence Coordinator 3 months	<ul style="list-style-type: none"> • Law Enforcement

ACCOMPLISHMENTS

During the past year, OEM's priority, as mandated by the General Manager/Chief Executive Officer, included:

- Training and exercising of jurisdictional first responders, as well as WMATA emergency responders, for the opening of the newly constructed Silver Line Metrorail Stations;
- Completing the development of Full Shutdown procedures of all Metro transit operations, to include training and exercising the procedures;
- Completing the development/update, as well as exercising of Metro's departmental Continuity of Operations Plans (COOPs); and,
- Providing an OEM liaison in the Rail Operations Control Center for the morning and afternoon rush hour services to ensure internal and external coordination and collaboration during emergency incident/event response efforts.

Additionally, with the incorporation of the Digital Video Evidence Unit and Police Communications Division, the Director provides direct oversight and management of the newly constructed Security Operations Control Center (SOCC), installation, training on, and operations of the CAD/RMS.

Planning

Planning and Technical Services Division (PTSD) is responsible for the development of plans, procedures, and protocols for the mitigation of all emergencies affecting the transit system. Plans, procedures and emergency guidelines are developed in accordance with WMATA's regulations, rules and procedures, US Department of Homeland Security/Federal Emergency Management Agency's Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans, the National Response Framework, National Preparedness Guideline-Target Capabilities List and the National Incident Management System (NIMS).

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The Planning Process is executed by forming a collaborative planning team, understanding the situation, determining goals and objectives, developing the plan, preparing the plan, reviewing and seeking approval, and implementing and maintaining the plan. The PTSD is also responsible for the developing procedures and Policy/Instruction for the implementation of each emergency response plan. Plans are reviewed annually and updated every two years.

The following emergency plans, procedures, and annexes were created/updated during 2014:

- Washington Metropolitan Area Transit Authority Continuity of Operations Plan
 - Department of Access Services (ACCS)
 - Chief Engineer Infrastructure Services (CENI)
 - Vehicle Program Services (CENV)
 - Department of Customer Service, Communications and Marketing (CSCM)
 - Office of Customer (CRSV)
 - Human Resources – Talent Acquisition (HRTA)
 - Department of Information Technology (IT)
 - Operations Management Services (OPMS)
 - Office of Plant Maintenance (PLNT)
 - Office of Procurement and Materials
 - Office of System Maintenance (SMNT)
 - Office of Storerooms & Material Logistics (SRML)
 - Technical Skills and Maintenance Training (TRMT)
 - Office of the Treasurer(TRES)
 - Office of Accounting
- Debt, Investment & Operations AccountableWMATA Emergency Operations Plan (Security Sensitive Information)
- Severe Weather Plan
- Emergency Operations Manual
- Pandemic Flu Plan
 - Annex K – Infectious Diseases
- Family Assistance Plan (SSI)
- Terrorism Incident Annex (SSI)
- Metrorail Emergency Response and Evacuation Plan
 - 25 Rail Station-Specific Annexes
- Automatic External Defibrillator (AED) Program Management Plan

The following procedures were created/updated during this reporting period:

- Jackson Graham Building Evacuation procedures
- Office of Emergency Management Rail Operations Control Center (ROCC) Procedures
- Emergency Response Personnel Accountability System Procedures
- Metrorail Full System Procedures (SSI)
- Metrobus Full System Procedures (SSI)
- MetroAccess Full System Procedures (SSI)

- Hazardous Chemical Detection Alarm Procedures (SSI)
- Incident Management Pocket Guide
- PROTECT Sensor Testing Procedures (SSI)
- MTPD Portable Radios Maintenance and Repair Procedures
- Metrorail and Metrobus Camera Maintenance and Repair Procedures
- Warning Strobe Alarm Devices (WSADs) Maintenance and Repair Procedures

Operations

The Operations Division maintains the Metro Emergency Response Training Facility (ERTF) at the Carmen Turner Facility (CTF) which provides the realism of a subway tunnel without the real dangers, delays and other complications of using an actual tunnel. The first of its kind in the country, the facility was created to train fire, rescue, police, emergency and transit personnel. The facility features a full-scale replica of a subway tunnel section 260 feet long and 30 feet wide complete with two 75-foot subway cars. A mock third rail, safety walk, track switches, communications equipment, power cables and lighting give the tunnel an authentic look and feel. There are also lecture and debriefing rooms. OEM trains over 2,000 transit and emergency personnel each year.

The Operations Division was responsible for training and exercising regional first responders in preparation for the opening of the Silver Line, developing lesson plans and establishing the multi-jurisdictional exercise and training committees, recruiting attendees, etc. The Division also conducted 1 Tabletop and 2 Full-Scale exercises to ensure regional first responders were prepared for any type of emergency/public safety event occurring on the Silver Line.

When an incident arises, OEM has the primary responsibility to respond to the incident scene and coordinate with on-scene emergency personnel and Metro officials. There is also an OEM representative on duty in the Rail Operations Command Center (ROCC) during the morning rush (6:00 - 9:00 a.m.) and the evening rush (3:30 - 6:30 p.m.) in order to provide immediate notification and coordination when incidents arise.

Digital Video Evidence Division

The Digital Video Evidence (DVEU) is primarily responsible for the oversight and management of the digital video recording devices utilized by Metro. The Unit provides high quality technical support to Metro Transit Police Department operations and investigations, as well as the needs of internal and external stakeholders, through effective use of video surveillance and related technologies. The Unit recovers all criminal investigations videos on Metrobus, Metrorail cars and at Metrorail stations, for the investigation of criminal incidents, court ordered subpoenas and other requests. Furthermore, the Unit has an active working relationship with federal, state and local partners which have led to a number of arrests. To date, the DVEU received over 4,000 requests for videos, and recovers approximately 400 videos each month. Over the past year, the Unit has grown from 7 members to 14, consisting of two managers, six coordinators, and six technicians. Steve Lane of the Unit was the recipient of the Extraordinary in the Ordinary award during the past year.

Police Communications

The Police Communications Division (PCD) is responsible for operating the MTPD emergency communications center. The Center receives over 100,000 telephone calls for emergency and non-emergency aide each year. The Center is staffed 24 hours a day, 7 days per week by Police Communications Specialists who receive calls, and dispatch the MTPD officers. The Division also coordinates the responses of local fire or other emergency service personnel. Each Police Communications Specialist must undergo extensive training and must be certified by Maryland and the District of Columbia to access police criminal databases. The Police Communications Specialists utilize a Computer Aided Dispatch (CAD) system to track and update the status of officers and calls for service. In 2014, the Police Communications Division processed nearly 75,000 CAD Calls for Service which resulted in nearly 9,500 arrests, reports and summons being issued.

PCD is responsible for creating all audio recordings of the radio transmissions of officers, and the telephone calls into the Center that are used as evidence in court cases.

The MTPD Communications Center has the capability to receive Text Tips, a program which enables Metro customers to use their cell phones to text information about suspicious activity, unattended bags, panhandling and other non-emergencies. Customers can now simply text information to "MYMTPD" from a smartphone or to "696873" from a standard cell phone.

PROJECTS

Silver Line

OEM trained over 1,300 jurisdictional first responders on Silver Line Rail Stations system safety, and Metrorail station familiarization. Jurisdictional first responders included the following:

- Fairfax County Police and Fire
- Metropolitan Washington Airport Authority Fire and Police (MWAA)
- Virginia State Police
- Metro Transit Police Department (MTPD)

This training was conducted in classrooms, station visits and Metrorail yards.

OEM conducted five (5) exercised to test the response efforts for an emergency/incident on the Silver Line. Exercises included:

- Tunnel Fire Tabletop Exercise
- Active Shooter, Improvised Explosive Device (IED), Vehicle Borne Improvised Explosive Device (VBIED) Full-Scale Exercises
- Aerial Collision between Stations Full -Exercise
- Shuttle Bus Coordination Tabletop Exercise
- Two Power Disruption Tabletop Exercises

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The Tunnel Fire Tabletop exercise was held in Fairfax County's Public Safety Operations Center (PSOC) on October 8, 2013, to look at and test our operational communications, coordination processes and plans, challenges and resources requirements to conduct an evacuation of Silver Line rail station, incident scene security and protection, and public information and warning capabilities.



Seventy first-responders participated from Fairfax County Police and Fire, MWAA, MTPD, Virginia Department of Transportation (VDOT), Fairfax County Office of Emergency Management (OEM), and Tri-State Oversight Committee members observed the exercise.

The first full-scale exercise was held at the Wiehle Avenue Rail Station on June 1, 2014. This exercise tested the response planning, communications, coordination and establishment of bus shuttle capability critical infrastructure protection, on-site incident management, responder safety and health, Explosive Device Response Operations and on-scene security and protection of the station.



There were 120 participants. Jurisdictional partners who provided representatives for this exercise included:

- Fairfax County Police and Fire
- MWAA Virginia State Police
- MTPD, K9, Bomb Squad Units
- Fairfax County Police Bomb Unit
- FBI Bomb Unit
- Fairfax OEM
- Fairfax Connector
- Virginia Department of Transportation (VDOT)
- WMATA Department of System Safety and Environment Management (SAFE)
- US Department of Homeland Security (US DHS)
- WMATA office of Rail Transportation (RTRA)
- WMATA Department of Bus Services (BUSV)
- MTPD/OEM- Digital Video Evidence Unit (DVEU)
- WMATA Media Relations (MREL)
- Tri-State Oversight Committee (TOC)

The second full-scale exercise was conducted on June 29, 2014, tested the coordination and communications process of our first responders to interact with the Rail Operations Control Center; demonstrated the ability to safely evacuate passengers from an elevated track structure, to include passengers with mobility limitations; the use of emergency equipment, such as Emergency Tunnel Evacuation Carts (ETEC's), WSAD's, etc.

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There were over 200 participants, which included the following:

- Fairfax County Police and Fire

- MWA Virginia State Police
- MTPD
- Fairfax Connector
- Fairfax OEM
- Fairfax Connector
- VDOT
- SAFE
- RTRA
- BUSV
- Digital Video Evidence Division
- WMATA Media Relations (MREL)
- Local Media
- Tri-State Oversight Committee (TOC)

Three additional internal tabletop exercises were conducted for the Silver Line. OEM conducted a Bus Bridge Tabletop and two (2) Power Loss Tabletop discussions. The tabletop discussion focused on the new procedures and guidelines for the Silver Lines and the testing of those procedures.

Emergency Response Training Facility



The Emergency Response Training Facility (ERTF) is located at the Carmen Turner Facility in Landover, Maryland. The facility features a full-scale replica of a subway tunnel section approximately 260 feet long, and 30 feet wide complete with two 75-foot subway cars. This provides the realism of a subway tunnel without the real dangers, delays, and complications of using an actual tunnel. The first of its kind in the country, the facility was created to train local/state/federal, fire law enforcement, military, and any other additional personnel that may need the training due to their interaction with Metro during an emergency. The facility also has the Emergency Evacuation Simulator or the "Rollover Rig." This train replicates the environment of an overturned train. The rail car has the ability to fill up with smoke giving rescuers a realistic emergency experience and environment for training.

Transit Operations Shutdown Procedures

These procedures identify special or unique actions necessary to effectively manage and coordinate the emergency activities for a modal, partial or full System shutdown of all Metro's transit operations. Procedures were developed for Metrorail, Metrobus and MetroAccess operations. The General Manager/Chief Executive Officer (GM/CEO) approved the Policy/Instructions on September 7, 2014. On October 3, the GM/CEO requested that OEM develop a tabletop exercise focusing on the scenarios requiring the implementation of these procedures and to conduct this exercise on October 10. The exercise mandated that the ELT members, as well as their respective senior managers responsible for implementing these procedures, participate in this 4 hours scenario-based discussion. MTPD Chief Pavlik invited the Federal Bureau of Investigation (FBI) to provide a briefing ELT members on current and emerging threats that could impact Metro's transit operations. The GM/CEO led the discussion on the actions that would require the implementation of shutdown procedures and the necessary coordination and communications requirements to our customers, regional partners/stakeholders and the public. Additionally, step-by-step lists of actions required to evacuate the transit system and reconstitution/recovery activities were discussed upon the system being rendered safe.



The GM/CEO and ELT members, above, assessed the core capabilities – intelligence and information sharing and dissemination, emergency public safety and security response, planning, public information

and warning, communications, risk management and community preparedness and participation during the exercise. There were 86 participants.

Automated External Defibrillator (AED) Program

OEM outfitted all station mezzanines with functioning AED's (114 AED units) for passenger and employee safety. Currently, all Station kiosks have AED units available for use in the event of an emergency. OEM staff provided familiarization sessions to Station Managers as units were installed and a copy of the HeartSine AED video, which is maintained on Metro's intranet page.

The Office of Emergency Management serves as the program manager for AEDs in rail stations and non-bus facilities. Program management includes managing the medical direction, complying with state regulations, managing the Maximo database and inspection process, responding to mitigate any AED service requests, and completing quarterly inspection of all AEDs.

Emergency Response Personnel Accountability System (ERPAS)

The ERPAS establishes the process to effectively account for WMATA personnel responding to the scene of a public safety emergency incident/event. The procedure requires a second ID for WMATA employees who would relinquish this ID to the Accountability Officer who would be a member of the incident command structure. Funding has been identified and we are in the process of procuring the necessary equipment to implement the program.

91 Rail Station Emergency Response and Evacuation Plan (EREP)

As a result of obtaining Urban Areas Security Funding (UASI), OEM was able to complete development of the Metrorail Station Emergency Response and Evacuation Base Plan and 25 Rail Station Specific Annexes to the Plan. OEM created a Regional EREP Task Force consisting of regional police and fire departments, emergency management agencies and transportation departments and other transit partners. This Task Force designated primary and alternate emergency response staging areas, evacuation routes, alternate modes of transportation, and identified temporary holding areas surrounding Metrorail Stations for evacuated passengers. These Annexes also identify station design, available assets within the rail station and resource requirements to implement the shutdown procedures. Additional funding was obtained through the UASI process, \$730,000, to develop the remaining 66 Rail Station Specific Annexes by May 2016.

WMATA Flood Emergency Response Plan (FERP)

The Department of Transit Infrastructure and Engineering Services (TIES), in direct coordination with OEM, began the development of WMATA's flood response plan in August 2014. This plan is expected to enhance resiliency against flooding. OEM served as a Subject Matter Expert (SME) and assisted in bringing together the necessary WMATA departmental representatives to provide the necessary

feedback to ensure that WMATA has an executable plan. Once approved, the FERP will be maintained and updated by OEM.

Chemical, Biological, Radiological and Nuclear (CBRN) Programs

OEM now has the responsibility for management of all CBRN program activities, including prevention, detection, planning and response. While the Program for Response Options and Technology Enhancements for Chemical/Biological Terrorism (PROTECT) system continues to be an anchor of the Authority's CBRN mitigation activities, OEM has made significant strides in improving the Authority's preparedness posture for all CBRN threats. The PROTECT system now covers 24 rail stations, and with new station additions, there is now improved capabilities to detect a much broader spectrum of threat agents in the rail system.

The OEM's CBRN program continues its close working relationship with the Rail Operations Control Center (ROCC), and we successfully delivered three Chemical-Biological Emergency Management Information System (CB-EMIS) training courses over the past year, with several additional training courses being planned in the near future for new ROCC personnel. We are also scheduling CB-EMIS training for local fire department officials, to whom we have issued PROTECT computers for use in planning, training and responding to emergency incidents in the rail system.

OEM, through UASI grant funding, has secured CBRN incident escape hoods for all MTPD personnel and is also in the process of deploying this critical personal protective equipment throughout the rail system for use by key rail personnel who would be required to facilitate an evacuation of a station during a CBRN incident.

OEM CBRN program personnel have assumed the lead role for the Authority's key position in the BioWatch program and the National BioWatch Core Working Group that provides guidance to stakeholders nationwide. BioWatch is a Department of Homeland Security program designed to detect the release of pathogens into the air as part of a terrorist attack on major American cities. There are several BioWatch collection points throughout the rail system. Office of Emergency Management (OEM) recently received a \$325,925 grant through the FY 2013 Urban Areas Security Initiative (UASI) to fund a comprehensive exercise program to be completed by May 2015. The exercise program will focus on building regional collaboration and partnerships involved in a mass evacuation and partial WMATA transit operations shutdown transit operations.

Geographic Information Systems

Geographic Information Systems (GIS) has become an integrate part of OEM and its commitment to ensuring emergency preparedness. Over the past year, OEM has relayed on GIS, a computer based software for the management, analyzes and display of geospatial information to assist planners and first responders. The wealth of knowledge GIS provides has been infused into the implementation of the first twenty-five Station Emergency Response and Evacuation Plan (EREP) and Annexes, the development of the Flood Emergency Response Plan (FERP), the National Weather Service projected snowfall totals, exercise support, special events and emergency response.

In addition, OEM has continued to grow its relationship with the Enterprise Web Portal & GIS, by having monthly meetings, providing feedback on the Metroview, an online GIS software, and geospatial training opportunities.

WMATA/NCR 2014-2015 Exercise Serles

Metro’s Office of Emergency Management (OEM) recently received a \$325,925 grant through the FY 2013 Urban Areas Security Initiative (UASI) to fund a comprehensive exercise program to be completed by May 2015. The exercise program will focus on building regional collaboration and partnerships involved in a mass evacuation and partial WMATA transit operations shutdown transit operations.

The purpose of this project is to develop three (3) Tabletop Exercises and a Full-Scale Exercise. The tabletop (workshops) exercises will focus on recently developed WMATA plan and procedure to shut down one or more modes of transit operation, as well as WMATA jurisdictional partners and key stakeholders plans and procedures for emergency response and recovery efforts. This could also include the shutdown of all modes of transit operation.

Using the framework of the Homeland Security Exercise and Evaluation Program, WMATA will conduct a series of exercises designed to address critical components of the NCR transportation network. This series will focus on WMATA and the Authority’s role as a regional transportation provider and will integrate WMATA and its partners from throughout the NCR. Beginning with a seminar, each exercise will be a building block to the next, escalating in difficulty, and concluding with a full-scale exercise (FSE). A cross-functional, multijurisdictional task force made up of representatives from WMATA departments and partner organizations, including federal, state, and local departments of transportation, law enforcement agencies, fire departments, emergency management agencies, and others, will guide the entire exercise design process.

As of November 2014, OEM has conducted the Senior Transportation Leadership Seminar and Tabletop #1. Tabletop #2 is scheduled for March 10, 2015 followed by the Full Scale Exercise on March 29, 2015.

The following regional partners are participating in the exercise series:

Participating Organizations
WMATA Departments and Offices
Office of the Deputy General Manager, Operations
Office of Rail Transportation
Rail Operations Communications Center
Rail Transportation Station Operations
Department of Transit Infrastructure and Engineering Services
Office of Car Maintenance
Office of Systems Maintenance
Office of Plant Maintenance
Office of Track and Structures
Department of Access Services

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Department of Bus Services
Bus Operations Communications Center
Office of Bus Transportation
Office of Bus Maintenance
Office of Bus Planning
Department of Customer Service, Communications and Marketing
Office of Media Relations
Office of Chief of Staff
Office of Government Relations
Department of Information Technology
Office of Enterprise Web Portal & GIS
Metro Transit Police Department
Office of Emergency Management
Homeland Security, Intelligence and Investigation Bureau
Patrol Operations Bureau
Department of System Safety and Environmental Management
City and County Level Organizations
Alexandria City Fire Department
Alexandria City Police Department
Alexandria Office of Emergency Management
Arlington County Department of Transportation
Arlington County Fire Department
Arlington County Office of Emergency Management
Arlington County Police Department
City of Fairfax Office of Emergency Management
City of Falls Church Fire and Rescue Services
Fairfax County Connector
Fairfax County Fire and Rescue
Fairfax County Office of Emergency Management
Fairfax County Police Department
Loudoun County Sheriff's Office
Montgomery County Fire & Rescue Service
Montgomery County Office of Emergency Management & Homeland Security
Montgomery County Police Department
Pentagon Force Protection Agency
Prince George's County Department of Public Works and Transportation
Prince George's County Fire/EMS Department
Prince George's County Office of Emergency Management
Prince George's County Police Department
State Level Organizations
District of Columbia Department of Transportation
District of Columbia Fire and Emergency Medical Services Department

District of Columbia Homeland Security and Emergency Management Agency
District of Columbia Metropolitan Police Department
Maryland Department of Transportation
Maryland Emergency Management Agency
Maryland State Police
Virginia Department of Emergency Management
Virginia Department of Transportation
Virginia State Police
Regional Partners
Amtrak
Metropolitan Area Transportation Operations Coordination
Metropolitan Washington Council of Governments
Metropolitan Washington Airports Authority Fire & Rescue Department

Severe Weather Operations Planning

WMATA's Office of Emergency Management is responsible for tracking weather conditions 24 hours a day / 365 days a year and managing the enactment of the Severe Weather Plan including:

- Providing alerts to the Severe Weather Commanders with recommendations for action; and,
- Providing updates to the Severe Weather Teams concerning the status of decisions from the commanders and changes in weather conditions.

In 2014, the OEM Liaisons have issued over 233 notifications to Severe Weather Team Members while working over 180.5 hours tracking conditions during inclement weather. Many of these hours are spent collecting information on the 9:00 pm MATOC and 3:00 am Council of Governments (COG) winter response conference calls which provide operational plan briefings from regional jurisdictions.

Staff members from the Office of Emergency Management represent Metro on Metropolitan Area Transportation Operations Coordination (MATOC) Program's Severe Weather Working Group committee meetings helping to coordinate the regional response to winter storms with a focus on transportation. MATOC members conduct regional conference calls during inclement weather to share operations plans and expectations prior to the larger Council of Governments call. There have been 13 MATOC conference calls and 12 COG conference calls in 2014.

To facilitate our ability to provide current and accurate weather notifications and to ensure adequate partnerships and information sharing, OEM has built a strong relationship with The National Weather Service representatives and regional departments and offices responsible for weather preparedness including local departments. OEM representatives also attend weather related conferences and takes educational courses to better understand the development of weather systems and their potential impact.

SPECIAL EVENTS

The Washington Metropolitan Area Transit Authority's Transit Police Department has a unique challenge in preparing a staffing and response plan to accommodate an assortment of special events that take place throughout the region. Through comprehensive tracking and analysis, the department maintains situational awareness for each of the individual events that may impact our services or the riding experience of our customers.

In 2013, OEM took over the responsibility for drafting MTPD Special Staffing Memoranda and Orders for all large-scale special events. 2014 large events included Independence Day, the 51st Anniversary of the March on Washington, The Army Ten-Miler, The Marine Corps Marathon and the HBO Concert for Valor. OEM provides a weekly briefing to the leadership of the Metro Transit Police summarizing the special events for the upcoming weekend and the scheduled track work taking place on the Metrorail system.

OEM works with internal WMATA departments, jurisdictional partners and event organizers to collect the logistical details of all major events occurring in the region. This information is used to assist the MTPD with staffing and coordination planning. A representative from the OEM regularly obtains briefings from the Mayor's Special Events task Force in the District of Columbia and the Arlington County Special events Group to gather information for planning purposes. OEM also conducts internal planning meetings for large special events with various WMATA departments to ensure our customers receive the most efficient and safest experience possible while using our services.

The Washington Metropolitan region hosts a wide range of events that showcase the regions importance including parades, festivals and races. As the nation's capital, the District of Columbia and the surrounding localities are a primary choice for organizers of protests and rallies who wish to use the iconic buildings and memorials as a back drop to promote their causes or agenda. Our Transit Police department must be prepared to respond to large crowds which often include tourist and visitors who are unfamiliar with the area or transit services, diverse ethnicities including different languages and cultures and people who may want to disrupt public transportation as a means for gaining awareness for their cause. Almost every day of the week, there is some form of protest taking place near one of the federal buildings or national memorials in the area. These protests often involve one to several thousand demonstrators.

Over 4,000 special events occur in the transit region during the calendar year. Of these identified events, approximately 1,000 meet the criteria for having a potential impact to the services provided by the Authority. On any given weekend throughout the year, somewhere in the transit region a foot or bike race is taking place. These include 1K, 5Ks/milers, 8Ks, 10Ks/milers, triathlons, half- marathons and full marathons.

Some of the larger events we have gathered information on over the last six months include:

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Event	Location
March for Life	US Capitol and National Mall
State of the Union Address	US Capitol
Rock & Roll National Marathon	Citywide
Cherry Blossom Festival	National Mall
White House Easter Egg Roll	White House
Rolling Thunder	Citywide
Memorial Day Concert	US Capitol
Independence Day Fireworks and Concerts	US Capitol and National Mall

We also provided information and/or coverage for the following events and venues:

Event	Location
Verizon Center (capacity 18,000)	Gallery Place Rail Station
Nationals Park (capacity 45,000)	Navy Yard Rail Station
FedEx Field (capacity 90,000)	Morgan Boulevard Rail Station
RFK Stadium (capacity 45,000)	Stadium-Armory Rail Station
Washington Convention Center (capacity 42,000)	Mt. Vernon Square Rail Station

Washington, DC is home to a full contingency of professional sports franchises that we track in order to assist with staffing plans.

Event	Location
Washington Capitals (41 regular season home games)	Verizon Center
Washington Wizards (41 regular season home games)	Verizon Center
Washington Mystics (17 regular season home games)	Verizon Center
Washington Nationals (81 regular season home games)	Verizon Center
Washington Kastles (7 home games)	Waterfront Area
Washington Redskins (8 regular season home games)	FedEx Field
DC United (17 regular season home games)	RFK Stadium
Georgetown Hoyas	Verizon Center
NCAA Men's Basketball Tournament	Verizon Center
International Soccer	FedEx Field and RFK Stadium

DRILLS AND EXERCISES

In addition to the exercises developed and conducted for the newly opened Silver Line and the Urban Area Security Initiative funded WMATA Regional Exercised Series, OEM participated in the following drills and exercises to test core capabilities for Metro related emergencies:

Exercise Name	Scale of Exercise	Lead Agency
JGB Evacuation Drills	Full Scale	MTPD-OEM
Gallant Fox Exercises	Tabletop and Full Scale	MTPD-OEM
Prince George's County Evacuation, Mass Care and Shelter Plan	Full Scale	MTPD-OEM
District of Columbia Hurricane Exercise	Tabletop	MTPD-OEM
District of Columbia Active Shooter – Navy Yard	Tabletop	MTPD-OEM
VDOT Tyson Corners Silver Line	Tabletop	MTPD-OEM
COG Severe Weather Exercise	Tabletop	MTPD-OEM

OUTREACHES

The 2014 theme for National Preparedness month was “Be Disaster Aware, Take Action to Prepare.” The Metro Transit Police Department-Office of Emergency Management participated in many public outreaches throughout the month. Twenty-five outreaches were held at federal agencies, local universities, private organizations and at various Metrorail stations. At each outreach, the Office of Emergency Management had a booth equipped with emergency preparedness information, Metro safety brochures and give-a-way items. Additionally, preparedness materials were disseminated at various rail stations on the Red, Silver, Orange, Blue, Yellow and Green lines.

TRAINING

Training is offered year round for Metro employees, jurisdictional first responders, federal, and military partners to familiarize them with Metro's unique infrastructure and operations. Training focuses on personal safety and practical application of rail and bus emergency response. Training includes

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classroom learning as well as hands on drills, simulations, and large-scale exercises. Much of the emergency management training takes place at the Emergency Response Training Facility located in Landover, Maryland. The facility includes a 260 foot tunnel, two old Metro cars, and a simulated electrified third rail for mock fire and rescue exercises and terrorism disaster drills. Training of first responders also takes place in Metro facilities and infrastructure to better familiarize participants with the hazards of Metro's operational environment. A listing of training is included in Appendix A.

Below is a listing of the types of training Metro conducts, course description, jurisdiction trained, and number of participants.

Metro Familiarization Training: provides a comprehensive of Metro vehicles and facilities, safety practices, right of way safety, hazards identification, rail car lifting, evacuation of the rail cars and rail station personal protective equipment and proper protocols, etc., when working near or on Metro infrastructure and vehicles.

Metro Emergency Response Training (MERT): provides an overview of Metro railcars; location of fire extinguishers; emergency ladder; emergency evacuation kits, evacuation strategies; National Incident Management System (NIMS), and the Incident Command System (ICS); location of tunnel evacuation equipment, emergency removal of third rail power and procedures to remove power; etc.

Joint Supervisory Training: provides a collaborative teaching approach with instructors and subject matter experts from the following Departments: Metro Transit Police Department, Office of Rail Transportation, Office of Bus Transportation, Office of Media Relations and local fire departments. The purpose of this course is to improve incident response and mitigation by promoting cooperation, coordination and communication internally across WMATA disciplines, with jurisdictional emergency responders and our customers.

Community Emergency Response Team Training (CERT): provides a basic overview of the Metro system safety practices, right of way safety for community members.

Below is a breakdown of individuals trained by type in 2014:

Training Type	Number
Metro Familiarity	4,026
CERT	156
Fire Extinguisher	114
Joint Supervisory	82
Outreach	28
On-Scene Command Training	249
COOP	96
Full-Scale Exercises	300
Tabletop Exercise	70
Other (Tours and Briefings)	3,771
Total	8,892

RESPONSE EQUIPMENT

In order to be prepared for any emergency/incidents, OEM is responsible for the maintenance of numerous pieces of equipment and complex systems. Resources include:

- Automated External Defibrillators (AEDs)
- Emergency Tunnel Evacuation Carts (ETECs)
- 24 Motorized Emergency Reconnaissance Vehicles (MERVs)
- Emergency Medical System Cabinets
- Fire Maps
- PROTECT System
- Warning Strobe Alarm Devices (WSAD's)
- Hot Sticks
- MTPD Mobile Command Vehicle
- Cache of Portable Radios
- Safety Vests, Glasses

The Metro Transit Police's Mobile Command Vehicle will serve as the on-scene command post for WMATA officials and responders to have a climate controlled environment for managing Metro incident scenes including coordinating resource needs, providing status updates. It is current outfitted with 6 workstations, 1 command room, 10 laptop computers, 10 portable printer, satellite TV, and 9 VOIP telephones.



RESPONSE

OEM provides support staff to respond if an incident occurs, to address any fire/life safety issues, and provide additional resources as requested during shutdowns.

These incidents/emergencies occur on transit vehicles, facilities, or are the result of external events that impact transit operations. Responses are tracked in the following five incident categories and their respective subcategories:

- Smoke/Fire/Hazmat
 - Station/Facility smoke or fire
 - Train/Track smoke or fire
 - Hazardous materials spill or release
- Security/Policing
 - Police assist
 - IED/Bomb threat
 - Suspicious package
- Operations Issue
 - Derailment
 - Rail Collision
 - Major rail infrastructure/mechanical issue
 - Bus collision/accident
- Persons Injured/In Harm's Way
 - Person struck
 - Person sick or injured
- Natural/External Incidents
 - Severe Weather
 - Pandemic or public health emergency

<i>Category</i>	<i>Number</i>
<i>Smoke/Fire/Hazmat</i>	<i>82</i>
<i>Security Policing</i>	<i>83</i>
<i>Operations Issue</i>	<i>273</i>
<i>Persons Injured/In Harm's Way</i>	<i>48</i>
<i>Natural/External</i>	<i>60</i>
Total	546

CONCLUSION

During the past six years, the Office of Emergency Management has created a collaborative and coordinative approach to developing, not only internal, but also regional, emergency preparedness, response and recovery plans and procedures. OEM has developed and enhanced Metro's working relationship with our first responder's community as we continue to improve and manage our emergency response system. We have trained over 26,000 first responders since 2009 and because each staff member brings unique expertise and experiences in the emergency management field, we continue to provide critical and proactive services to meet the overall Authority mission.