



Survival Factors Investigation Attachment
NYCT Approved Agency Safety Plan- Emergency
Management Program

Manhattan, NY #1

RRD24FR003

(6 pages)



**Department of
Transportation**

ANDREW M. CUOMO
Governor

MARIE THERESE DOMINGUEZ
Commissioner

Sent via e-mail

March 7, 2023

Mr. Richard A. Davey
President
MTA New York City Transit
2 Broadway
New York, NY 10004

Re: 2022 NYC Transit Public Transportation Agency Safety Plan

Dear Mr. Davey,

I am writing to notify you that the New York State Public Transportation Safety Board staff has reviewed and accepted MTA New York City Transit's 2022 NYCT Department of Subways Public Transportation Agency Safety Plan, which was approved by New York City Transit senior management and by the MTA Board of Directors, as required by CFR Part 673.23(a)(1).

We would like to thank you, your staff, and members of the Board for your efforts to comply with this requirement, as well as the continued dedication to safety that New York City Transit has always demonstrated.

Sincerely,

[Redacted Signature]

Tina LaBello
State Safety Oversight
Public Transportation Safety Board

Cc: Robert Diehl
Demetrius Crichlow
Timothy Doddo
William Amarosa
Bernard Jens

- Training – Maintenance personnel, train operators, and conductors will be trained using training materials provided by the contractor in accordance with the specifications.
- Manuals – to facilitate operations, maintenance and repair of the contract vehicles, the contractor will provide all of the necessary manuals.
- Acceptance – When a new car has passed all required acceptance testing and inspections, the Project Manger signs a letter of acceptance, which includes any issues which remain open on the cars and states the contractor will close these open items.
- Scheduled Maintenance Inspection - Upon completion of the acceptance testing, the car is transferred to the designated maintenance shop and released to that shop for pre-service inspection. Upon the completion of the inspection, the Project Manager is notified, and the car is entered into the NYCT maintenance tracking system.
- Release – Upon completion of the Scheduled Maintenance Inspection and acceptance of the car by the Project Manager, the ACMO, CEE & TS releases the car for normal operations in passenger service.

5.5 Emergency Management Program

The identification of possible emergencies and the development of mitigation plans are critical to New York City Transit's (NYCT) mission for providing safe, reliable mass transportation for its customers. Through years of experience with incidents, drills, and by way of a cooperative effort with local agencies, NYCT has developed procedures for responding to and recovery from emergencies. The agency has taken an all-hazards approach to its planning in order to ensure preparedness for all potential/foreseeable incidents.

NYCT service restoration will be coordinated by DOS, DOB, and other key agency, State, and City stakeholders. NYCT's goal is to return to normal operating conditions at the earliest possible time upon confirmation of the safety of the infrastructure and equipment. NYCT's service restoration will factor in the variable conditions of an event, including security sweeps/searches, safety checks, equipment testing and other necessary activities to ensure the safety of our system, staff, and Transit customers.

While the wellbeing of customers and employees is the primary concern, continuity of operations remains a vital component of NYCT's overall emergency management program. Accordingly, emergency plans for events that have a potential for shutdown of service developed by the DOS shall include a section on restoration of subway and bus service following an event resulting in a full or significant loss of service.

The Office of System Safety (OSS) is responsible for responding to emergencies involving subway collisions, derailments, subway/bus fires (which are deemed significant), releases of hazardous materials (depending on the substance and quantity), and employee fatalities. During and immediately following actual emergencies, OSS evaluates the effectiveness of existing emergency response procedures and considers changes or improvements. Collisions, derailments, employee fatalities, and incidents resulting in passenger injuries/fatalities are investigated by the New York State Public Transportation Safety Board (NYS PTSB) and the National Transportation Safety Board (NTSB) at their discretion. Investigation findings, including evaluations of emergency

response efforts, and subsequent recommendations are then forwarded to OSS. OSS then provides responses to PNTSB and NTSB recommendations and implements corrective measures as required.

Coordinated Schedule

Representatives from NYCT's OSS, Department of Subways (DOS), and Operations Planning meet with New York City's Office of Emergency Management (OEM), the New York City Fire Department (FDNY), and New York City Police Department (NYPD) to discuss emergency preparedness for the subway. These meetings are used to refine and further develop notification and communication procedures between agencies; both during and prior to incidents. These meetings are also used for planning of incidents affecting the City of New York that require the support of NYCT resources. NYCT is an active participant in the City's Hurricane and Coastal Evacuation plans.

NYCT has liaisons for the FDNY and NYPD and participates in quarterly planning meetings coordinated by OEM. Meetings are also held between DOS, FDNY, NYPD & OEM to discuss response procedures during emergencies affecting the subway system. During these meetings, protocols are established for the notification of outside agencies and communication protocols during subway-related emergencies.

Whenever NYCT's Emergency Response Plan (ERP) is revised, meetings are held to discuss proposed changes and revisions to existing protocols and procedures. Meetings are held following major incidents in order to discuss/evaluate agency responses and plan future 'Interagency Emergency Planning Exercises'. In addition, throughout the year NYCT and any of the outside agencies can request a meeting to discuss/clarify protocols which may lead to revisions to policies and procedures.

Emergency Preparedness Exercises & Meetings with External Agencies

NYCT conducts four 'Interagency Emergency Preparedness Exercises' annually. The exercises can include participation from the FDNY, NYPD, the NYC OEM, MTA Police, Red Cross, and other City, State and Federal Agencies that would typically take part in responding to an actual incident as time and resources allows for each agency. Following the four 'Interagency Emergency Preparedness Exercises', critiques are held to discuss the response to, and actions taken during each exercise. After-Action Reports are prepared in order to detail the exercises and action items are then communicated to the appropriate department(s) and/or agencies so that they may be properly addressed. During the course of the year NYCT also participates in citywide drills coordinated by OEM.

Following a major incident impacting NYCT's subway system, any participating agency may request a critique to discuss the event. Following the conclusion of the critique(s), After-Action Reports are prepared to document actions taken during the event and to decide if revisions to response policies or protocols are necessary.

Policy Instructions and Procedures

NYCT procedures for responding to emergencies are outlined in various Policy Instructions (P/Is) maintained and distributed by OSS. Each P/I is specific to relevant emergency situations and explicitly outlines protocols to be followed. P/Is associated with emergency response include the most recent versions of: "Procedures for Response to NYCT Rapid Transit Emergencies" (P/I 10.32); "Building Evacuation Procedures" (P/I 10.3); "Emergency Closure of Station Facilities" (P/I 10.31); "Infection Control Policy" (P/I 10.15); and NYCT's Pandemic Plan (P/I 10.37). OSS also evaluates the implementation of the aforementioned P/Is. Additionally, DOS develops and maintains the following response plans: DOS Hurricane Master Plan, Hurricane Divisional Plan, SIR Hurricane Plan, Heat Emergency Plan and Winter Operations Master Plan.

Contractors are responsible for developing Emergency Response/Contingency Plans for projects for which they have been awarded. In addition, through the capital plan, departmental projects and other safety initiatives, fire protection and life safety systems are installed in new and renovated facilities to minimize the effect of incidents. Materials used in both surface and subway vehicles are selected to minimize the spread of fire and smoke during emergencies and buses are equipped with onboard fire extinguishing systems to quickly extinguish engine compartment fires before they can endanger customers.

OSS coordinates changes to emergency response policies and procedures. When changes to procedures are proposed, the appropriate in-house resources and the agencies affected will be convened to review the proposed change(s). A thorough review of the change and its impact on emergency response will be undertaken. After the review process is completed and a decision is made regarding any proposed changes, they will be formalized in writing and distributed to all of the appropriate departments and outside agencies. During the next review cycle of the ERP, all changes would be incorporated.

All DOS divisions observe the most recent versions of the following emergency management policies:

- NYCT's Emergency Response Plan (ERP) for subway related incidents – P/I 10.32
- Building Evacuation – P/I 10.3
- Emergency Closure of Station Facilities – P/I 10.31
- Pandemic Plan – P/I 10.37
- Infection Control Policy - P/I 10.15

Employee Emergency Management Training

NYCT has identified those employees who may be involved in emergency incidents and provided them with Fire and Passenger Evacuation Training (FPET). The training is given when the employee enters the appropriate title, and every three years thereafter. The FPET covers use of fire extinguishers and how to manage a train evacuation during an emergency. The training stresses the need to control customer panic, communicate with the RCC and when to make the decision to evacuate. Essentially all DOS employees who work in the field are required to attend this training.

All new NYCT employees attend an awareness class to familiarize them with identifying suspicious people, activities, and packages, with the need for the employees to serve as the eyes and ears of the agency. All NYCT Department of Subways employees with field responsibility are required to take some level of National Incident Management System (NIMS) training. New DOS employees attend NIMS awareness training understanding how NYCT fits into the incident management structure. As employees progress to managerial positions, they are required to take the following training:

- IS-700 – All levels of Management
- ICS-100 – All levels of Management
- ICS-200 – All levels of Management
- ICS-300 – Middle and Senior Managers
- IS-800 – Executive Level
- ICS-400 – Senior Managers

The classes cover an introduction to NIMS and the Incident Command System to the advanced Incident Command System activities. Additionally, NYCT in cooperation with the Transport Workers Union (TWU) Local 100, has developed training for employees in dealing with Weapons of Mass Destruction (WMD) type incidents. WMD training is limited to employees responsible to responding to incidents involving releases of hazardous materials.

Members of NYCT's volunteer Hazmat Team receive OSHA 40 Hour HAZWOPER¹ training upon induction and refresher training annually, at a minimum.

Familiarization Training/Interagency Drills

NYCT conducts four interagency emergency preparedness exercises each year which provide an opportunity for local agencies, whom have the time and resources, to familiarize themselves with NYCT facilities and equipment. The exercises also give external agency personnel the opportunity to become familiar with communication and power removal/restoration procedures. NYCT has assisted both the FDNY and NYPD in developing training centers for their respective agencies that they use to provide training to a wide range of personnel on both the subway and surface operations and environment. The FDNY has developed PowerPoint presentations that provide equipment familiarization for both bus and train cars and have constructed a train simulation tunnel for hands on subway training. The NYPD has train cars at their training center for hands on tactical training in extrication, hostage, as well as WMD incidents. OSS coordinates with both agencies to provide local familiarization of NYCT subway cars and buses as well as bus depot and train yard familiarization for the local companies. When new equipment (buses and/or train cars) are procured, NYCT reaches out to the FDNY and NYPD to provide information on the changes from existing equipment and things they need to be aware of. This is an ongoing effort that is coordinated by OSS and the responsible NYCT department.

In addition, NYCT participates in familiarization drills when requested by the FDNY, NYPD and OEM.

¹ Hazardous Waste Operations and Emergency Response