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EMTA – Emergency Operations Procedure Reference Guide

Scope

EMTA is committed to improving and maintaining security and emergency management functions across all operations and services and encompasses an all-hazards approach. This includes but is not limited to localized criminal activity, weather events, terroristic & national threats, manmade disasters, the presence of hazardous materials, and/or a sudden population surge resulting from a planned or unplanned event.

Goal

The overall goal of emergency management is to establish the highest reasonable level of security that can be afforded to all passengers, employees, contractors, equipment, facilities and/or the population as a whole. Emergency management helps to increase the best possible outcome by increasing coordinating action, situational awareness, and the overall coordination of functions.

Systematic Approach

Flexibility and the ability to remain fluid are key adaptations of emergency management. While no two situations will present themselves the same way, EMTA has established a tiered system that can be enacted by a member of executive management and/or Safety and Security based on real-time analysis, with or without direct orders from local, state or federal officials.

The system below represents categorical emergency events ranging from Tier Zero (business as usual) to Tier Three (severe), and expresses the level of concern, as well as the proper operational guidelines to follow once a new tiered status has been invoked. Management is responsible for adequately communicating situational updates and the following operational procedures:

STATUS	LEVEL OF CONCERN	OPERATIONAL GUIDELINES
TIER ZERO	Little to No Known Concerns	<ul style="list-style-type: none"> • Business as Usual
TIER ONE	Minimal Impact or Interruption	<ul style="list-style-type: none"> • Be Alert for Instruction Modifications, if Impacted • Increase in Situational Awareness • Implementation of Safety Guidelines, as Appropriate
TIER TWO	Moderate Concern	<ul style="list-style-type: none"> • Follow Governmental Mandates or Orders • Be Alert for Instruction Modification(s) • Increase Situational Awareness and Communication Efforts • Implement Safety Guidelines • Limit Internal and External Business Events • Limit/Re-route Service Access to EMTA Fixed Route and Paratransit Services, as Necessary
TIER THREE	Severe Concern	<ul style="list-style-type: none"> • Reduce/Halt Operations as Appropriate, including EMTA Fixed Route and Paratransit Service Operations • Follow Governmental Mandates or Orders • Restrict Building Access, and/or Evacuate as Appropriate • Suspend All Non-Essential Business Activities • Coordinate Back-Up Systems as Appropriate

It is a goal of EMTA to take proactive measures that will improve the overall safety and security of its transit operations and services. To achieve this goal, all employees are encouraged to report potential threats, vulnerabilities, and/or hazards identified to their direct supervisor or a member of management immediately to help eliminate and/or mitigate any susceptible exposures.