**Department of Transport**

State Emergency Management Plan

Public Transport Disruption Sub-Plan

October 2021

.

Contents

1 Introduction 3

1.1 Purpose 3

1.2 Aim 3

1.3 Preparation, approval and publication 3

1.4 Audience 3

1.5 Definitions 4

1.6 Legislation 4

1.7 Linked plans 4

2 Victoria’s transport sector 6

2.1 The transport system 6

2.2 Department of Transport 6

2.3 VicTrack 6

2.4 Public transport operators 7

2.5 Potential consequences of a transport service disruption 7

3 Mitigation 8

3.1 Control agency planning and preparedness 8

3.2 Response support agency planning and preparedness 9

3.3 Transport sector critical infrastructure 10

3.4 Public transport operator planning and preparedness 10

3.5 Major infrastructure projects 12

4 Public Transport Coordination Group 13

4.1 Purpose 13

4.2 Chair and administration 13

4.3 Membership 13

4.4 Outputs 13

5 Response: Department control arrangements 14

5.1 The Departments control agency scenarios 14

5.2 Department control levels 14

5.3 Appointment of controllers 14

5.4 Level 1 – single operator response 15

5.5 Level 2 – Department area of operation or regional tier activated 16

5.6 Level 3 – State tier activated 20

6 Response: DoT support arrangements 24

6.1 Public Transport operators as support agencies 24

6.2 State support levels 24

7 Recovery 26

8 Plan preparation and approval 27

8.1 Consultation and engagement 27

8.2 Statement of assurance 27

8.3 Review and urgent updates 27

Appendix A – Acronyms 28

Appendix B - Definitions 29

Appendix C – Response levels and trigger points 34

# Introduction

## Purpose

The Department of Transport (the Department), with input from and consultation with the transport sector and other stakeholders, has developed this Public Transport Disruption Sub-Plan (this Plan) to outline the arrangements for the mitigation, response to, and recovery from transport service disruptions in Victoria.

This Plan is written in accordance with *Emergency Management Act 2013* (EM Act 2013) and the Ministerial [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](https://www.emv.vic.gov.au/how-we-help/emergency-management-planning/planning-guidelines).

This Plan aligns with and complements the arrangements in the [State Emergency Management Plan](https://www.emv.vic.gov.au/responsibilities/semp) (SEMP). It includes arrangements for transport service disruptions, where the Department is either the control agency or a support agency.

This Plan does not duplicate the content of the SEMP or other plans referenced in this Plan, but rather provides more specific information relating to the management and governance of transport disruptions.

For the purposes of this plan, transport service disruptions do not include maritime or aviation service disruptions.

## Aim

In keeping with all emergency management plans in Victoria, this Sub-Plan aims to:

* foster a sustainable and efficient emergency management system that minimises the likelihood, effect and consequences of a transport service disruption
* establish efficient governance arrangements for transport service disruptions that:
  + clarifies the roles and responsibilities of agencies, including public transport operators
  + facilitates cooperation between agencies, including public transport operators
  + ensures the coordination of emergency management arrangements and reform within the public transport sector.

## Preparation, approval and publication

The State Crisis and Resilience Council (SCRC) approved this sub-plan to take effect on 7 October 2021 and it is available on the EMV website. This Plan will be reviewed no later than October 2024.

EMV will provide a copy of the published plan to the State Library of Victoria within two months of the date of publication, in accordance with the legal deposit requirements in section 49 of the *Libraries Act 1988*.

## Audience

The primary audience for this Plan is anyone involved in the management and governance of Victorian transport service disruptions including the managers and employees of DoT, public transport operators and emergency managers.

## Definitions

This plan refers to:

* ‘*Transport sector’*, when collectively referring to the organisations contributing to the provision of transport services in Victoria
* ‘Public *Transport operator*’ when referring to an individual organisation providing services within the transport sector. Transport operators include:
  + the public transport operators of train, tram, bus and ferry services
  + the owners and/or operators of Victoria’s transport infrastructure and assets, including for rail, road, and ferry services (where relevant)
  + the operators of key transport nodes, such as bridges, intermodal hubs and depots.
* ‘*Public Transport disruption’*, when referring to a situation where the public transport operator’s ability to operate its contracted scheduled services is impeded.

Acronyms and further definitions used in this Plan are listed in Appendix A – Acronyms and Appendix B – Definitions.

## Legislation

The following key legislation applies to the management of a public transport disruption emergency:

* *Emergency Management Act 2013*
* *Rail Safety National Law Application Act 2013 (Vic)*
* *Transport Integration Act 2010.*

Other legislation may relate to safety or specific aspects of the transport operations.

## Linked plans

The detail of these linked plans is not repeated within this plan.

| **DOCUMENT** | **DESCRIPTION** |
| --- | --- |
| [State Emergency Management Plan](https://www.emv.vic.gov.au/responsibilities/semp) | The SEMP outlines the emergency management arrangements in Victoria to inform planning at state, regional and municipal levels. It provides a coordinated and comprehensive approach to emergency management at the state level for mitigation of, response to and recovery from emergencies and specifies the roles and responsibilities of agencies. |
| DoT Emergency Management Plan and Framework | DoT has an Emergency Management Plan that outlines its role and internal arrangements for managing emergencies and a Framework that provides a summary of its emergency management responsibilities and an overview of how these responsibilities are integrated and coordinated within the department. |
| Public transport operator emergency management / security plan | Each public transport operator is required to plan, maintain and exercise an Emergency and Crisis Management/Security Plan accordance with its Franchise or Service Level Agreement with DoT and regulatory requirements. |
| Public transport operator procedures | Each public transport operator has operational procedures/plans to prepare for and respond to a transport service disruption – including restoration of services. |
| Regional and Municipal Emergency Management Plans | Regional and municipal emergency management planning committees must produce regional and municipal emergency management plans ([REMPs](https://www.emv.vic.gov.au/responsibilities/emergency-management-planning/remps) and [MEMPs](https://www.emv.vic.gov.au/responsibilities/emergency-management-planning/municipal-emergency-management-plans-memp-including)).  REMPs and MEMPs include regional and municipal agency arrangements for the response to transport service disruption, where appropriate. |
| Melbourne CBD Safety Plan and Public Transport Sub-plan | The City of Melbourne has prepared a Melbourne CBD Safety Plan under the authority of the City of Melbourne MEMP. A key feature of the Melbourne CBD Safety Plan is the requirement for public transport services to be coordinated to move people out of the CBD or evacuation centres where public transport is able to operate.  The Melbourne CBD Safety Plan has a Public Transport Sub-plan. Following a significant CBD based incident and subject to prevailing circumstances and available assets, this plan assists operational personnel to identify and coordinate public transport arrangements for incoming and outgoing passengers. |

# Victoria’s transport sector

## The transport system

Victoria’s transport system is a geographically spread and complex network of public transport and freight rail infrastructure that underpins much of the state’s economic and social functioning. Victoria’s public transport system comprises heavy rail (train), light rail (tram), buses and ferries, and may rely on parts of the road network.

There are key nodes which are critical to the operation of the system. These include bridges, intermodal hubs and depots. Loss of these nodes could significantly impact on the movement of people, freight and transport capability.

To maintain safe, effective and punctual operations, the tram and train networks rely on a range of physical, electromechanical and electronic infrastructure elements, including extensive telecommunications infrastructure.

## Department of Transport

The Department is responsible for planning, building and operating an integrated, sustainable and safe public transport system for Victoria and has taken over the responsibilities of the former Public Transport Victoria (PTV).

The Head, Transport for Victoria (Head, TfV) is the legal body responsible for coordinating, providing, operating and maintaining the public transport system and the road networks in Victoria The Head, TfV is a statutory authority (rather than a person) established by *Transport Integration Act 2010* section 64A and incorporates the road management responsibilities of the Roads Corporation (VicRoads). The Head, TfV operates within the Department executive leadership team.

The Head, TfV provides oversight of public transport operators, control centres and community communication networks to ensure they are functioning effectively. These include:

* Melbourne metropolitan rail network (maintained and operated by Metro Trains Melbourne)
* Melbourne tram network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams)
* Melbourne metropolitan, regional and Department of Education and Training School bus networks
* Intrastate rail network (maintained and operated by V/Line)
* Interstate rail lines (maintained and operated by the Australian Rail Track Corporation).

The Department Secretary is the officer-in-charge (Department OIC) for the purposes of the EM Act 2013 and the SEMP and is a member of the State Crisis and Resilience Council.

## VicTrack

VicTrack provides a telecommunications network to support Victoria’s train and tram networks. The network is classified as Vital Critical Infrastructure (VCI) in Victoria.

VicTrack owns Victoria’s rail transport land, assets and infrastructure. VicTrack leases land, infrastructure and assets for tram, metropolitan and regional train services to the Department, who in turn operate public transport services via franchise or service level agreements. The respective public transport operator is responsible for managing and maintaining the assets.

## Public transport operators

Public transport operators (PTO) are responsible for delivering or facilitating the delivery of public transport services across the transport modes of passenger rail (both metropolitan and regional), tram, road (metropolitan and regional buses) and ferries. They provide these services in accordance with a relevant franchise or service level agreement with the Department and include providing communication and advice on disruptions or service alterations to patrons/passengers because of an emergency event.

Under these agreements and relating to the services they operate, each PTO is responsible for the mitigation of, preparedness for and the on-ground response to service disruptions, and for the restoration and recovery of these services. A PTO may provide support to other PTOs facing service disruption and can be directed (at Departmental cost) to provide additional services or support where it has capacity to do so.

Each PTO outlines its arrangements for undertaking these responsibilities in its Emergency Management / Security Plan, required under the agreement.

## Potential consequences of a transport service disruption

Most significant public transport disruptions are likely to be caused by other emergencies (see 3.2). However, the potential consequences of a transport service disruption (however caused) could be significant and may include:

* people consequences
  + injury/death
  + crowding and congestion – particularly where a shift to other modes is needed
  + impact on elderly, vulnerable and other community members who rely on public transport
  + passenger health and safety risks (including from heatwave/ weather impacts)
  + security risks
* economic consequences
  + impact on the movement of essential workers
  + impact on the movement of goods
  + impact on supply chains
* environmental consequences
  + damage to roads, bridges, tunnels and facilities
  + damage to railway and tram lines, network infrastructure, signaling, communications, facilities and assets
  + damage to other public transport infrastructure
* public administration consequences
  + loss of staff and contractors
  + reduction in services
  + inability of public transport operators to meet service performance targets
  + absenteeism
* social consequences.
  + impact on transport routes and the movement of people for school, work, shopping, medical appointments, family or social interaction etc.
  + restricted access to essential goods/ freight.

# Mitigation

## Control agency planning and preparedness

The SEMP lists [control agencies for the response for each form of emergency](https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/response).

The *EM Act 2013* defines the control agency as the agency with primary responsibility for responding to a specific form of emergency. The SEMP adds that the control agency is also responsible for establishing the management arrangements for an integrated response to the emergency.

The Department is the control agency for:

* Public transport essential service disruption (Class 2 major emergency)
* Roads/bridges/tunnels essential service disruption (Class 2 major emergency).

Whilst the Department is the control agency responsible for management and coordination of the event, the majority of front-line staff and equipment is provided by public transport operators and various service providers through our contractual arrangements. These arrangements provide for the mitigation, preparedness, response and recovery to an emergency or disruptive event, enacted by public transport operators through their respective Emergency Management / Security Plan (s).

The Department undertakes its responsibility by:

* ensuring an effective response by the public transport operator and providing assurance to the Department’s Secretary that effective control has been established (refer to Appendix B – Definitions for a definition of ‘effective control’)
* making sure that the operator response is timely, properly coordinated, including liaising with the Department Emergency Response Coordinators and state emergency services, as necessary
* providing Whole of Victorian Government (WoVG) guidance and assistance to operators or other agencies, where required, to bring events to a satisfactory conclusion for the Victorian community.

The SEMP identifies that the Department will respond by:

* providing immediate assistance or support in co-ordination of all private rail, tram, bus, contracted ferry organisations, road contractor and other organisations related to emergencies involving loss of life, injury to persons, fire, hazardous chemical accidents, general policing incidents and other major emergencies
* providing and facilitating professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either the department, public transport operators or contractors as appropriate
* providing relevant support to other agencies in the management of emergencies including but not limited to information, expertise, specialist equipment, and facilitating access to networks
* liaising with relevant industry sectors to facilitate response to a disruption to essential services, except for a disruption to roads.

Control agencies are responsible for developing and maintaining hazard-specific response plans, as sub-plans or complementary plans to the SEMP. These plans are required to include the arrangements for control, command, coordination, consequence management, communications and community connections. They are also to include the arrangements for incident management systems, the establishment of control, escalation and de-escalation, and the provision of relief.

This plan has been developed to address DoT’s responsibility as control agency to develop a hazard-specific response plan for transport service disruptions.

Additionally, in preparedness for emergencies, the Department will:

* Assist the sector in the development and conduct of multi-agency exercises
* chair and participate in public and private sector emergency committees
* participate in state, regional and national (where required) emergency management meetings/forums/exercises to provide advice on behalf of the public transport sector
* maintain readiness to support the emergency response by public transport operators
* plan, with other agencies, to manage incidents on major arterial roads, including planning diversion routes for the different classes of vehicles
* Ensure that public transport operators enact their Emergency Management / Security Plans when required
* participate in preparedness briefings including:
  + summer season preparedness briefings
  + briefings on whole-of-government emergency preparedness
  + regional and state tier emergency management information updates.
  + briefing transport minister/s in relation to emergency preparedness and mitigation.

PTO preparedness is outlined in 3.4 below.

## Response support agency planning and preparedness

Many public transport disruptions occur as a consequence of other emergencies, controlled by other agencies. These other emergencies include:

* an earthquake, flood, windstorm, heatwave or another natural event
* a fire
* an explosion
* a road accident or any other accident
* a plague, pandemic, epidemic or contamination (including radiological/biological)
* a warlike act or act of terrorism
* a hi-jack, siege or riot
* a cyber-security attack
* failure of infrastructure
* an electricity outage.

The SEMP lists [control agencies for the response for each form of emergency](https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/response)

More information regarding the management of Class 1 emergencies and many Class 2 emergencies can be found in the [**EMV Fundamentals of Emergency Management**](https://files-em.em.vic.gov.au/public/Doctrine/Fund/Fundamentals-EMC1.pdf)**.**

In these emergencies, both DoT and the public transport operators are response support agencies. The role of response support agencies is listed in the SEMP.

Response support agencies are required to plan to act in line with the agency’s legislative and administrative responsibilities and SEMP arrangements.

## Transport sector critical infrastructure

The *EM Act 2013* (Part 7A) applies to critical infrastructure resilience[[1]](#footnote-2). Victoria has eight critical infrastructure sectors, including the transport sector, which comprises the following critical infrastructure:

* arterial road network
* metropolitan rail network
* regional rail network
* rail telecommunications network
* metropolitan tram network
* key transport infrastructure, hubs and services (such as West Gate Bridge, Southern Cross)
* the Australian Rail Track Corporation (ARTC) network in Victoria.

Each critical infrastructure sector operates a Sector Resilience Network (SRN), intended to facilitate increased collaboration and information-sharing between the Victorian State Government and critical infrastructure owners and operators.

Through the Transport SRN, the Department supports the Minister for Transport under the EM Act 2013 (Part 7A) and the *Transport Integration Act 2010*, to:

* designate VCI
* oversight compliance of the *EM Act 2013* (Part 7A) by VCI owners and operators
* conduct, participate in and observe exercises as part of resilience improvement cycles for VCI owners and operators
* contribute to the continuous improvement of the transport sector.

Owners and operators of critical infrastructure designated as vital are called Responsible Entities. Each Responsible Entity must participate in a Resilience Improvement Cycle, including developing, conducting and evaluating an exercise on an annual basis to test their planning, preparedness, mitigation, response or recovery capability in respect of an emergency.

The Transport SRN also meets regularly for DoT and transport operators to exchange information on general emergency management and sector reforms.

## Public transport operator planning and preparedness

### Public transport operator (PTO) agreements with DoT

Beyond critical infrastructure, the Department has an agreement with each PTO for the provision of services and these include the requirement for each operator to plan, maintain and exercise an Emergency and Crisis Management/Security Plan in accordance with its regulatory requirements, as well as a business continuity plan. The PTO manager is accountable for ensuring the adequacy of its plans, including conducting an annual review.

The Government also has a services and development agreement with Southern Cross Station.

Additionally, in preparedness for emergencies, Public Transport Operators and stakeholders will:

* participate in multi-agency exercises
* participate in public and private sector emergency committees
* participate in state, regional and national (where required) emergency management meetings/forums/exercises to provide advice on behalf of the public transport sector
* undertake seasonal risk mitigation activities and maintain readiness to support (where appropriate) the emergency response by transport operators
* participate in preparedness briefings where held, including:
  + summer season preparedness briefings
  + briefings on whole-of-government emergency preparedness
  + regional and state tier emergency management information updates.
  + input to briefing transport minister/s in relation to emergency preparedness and mitigation.

Each public transport operator is also required to provide the following information to the community in the event of a public transport service disruption:

* notification of any network disruptions
* provision of advice on alternate travel options
* provision of safe alternate travel services.

### Maintenance schedules and routine inspections

Each public transport operator maintains regular maintenance schedules and routine inspections relating to infrastructure they own or manage.

A better-maintained system will increase passenger comfort and improve reliability by reducing the likelihood of potential power outages and signal failures thus reducing the number of delayed trains providing a safer and more punctual service network. Asset renewal and upgrades include:

* modernised signalling systems
* bridge replacement works
* rail grinding on the regional network
* auditing of rail easement fire mitigation programs
* adverse weather delay protection including lightning strike and track buckling in hot weather.

## Major infrastructure projects

Victoria in the period before this sub-plan is proposed to be reviewed is currently delivering over 165 major road and rail projects, including:

* Metro Tunnel, a second underground railway for Melbourne, with 5 new stations
* Removal of 85 level crossings across Melbourne
* West Gate Tunnel, an alternative to the West Gate Bridge
* North East Link, fixing the missing link in Melbourne's freeway network
* major road upgrades around Victoria, including new roads, road widenings, new bridges and major freeway upgrades
* Melbourne Airport Rail, Geelong Fast Rail, Sunbury Line Upgrade, and the Western Rail Plan
* The regional rail revival – upgrading every regional passenger rail line in Victoria.

These projects and potential future projects may result in or be affected by transport service disruptions during their construction phase. MTIA will implement relevant crisis management plans, where applicable, in the event of a disruption affecting key projects. MTIA’s role is to oversee safe delivery of the projects – by MTIA’s delivery partners.

MTIA’s own crisis management plan outlines how it will undertake reporting processes to DoT, Government and other emergency services for either an external emergency event or an MTIA crisis event. Where relevant, an MTIA representative would be embedded in DoT’s emergency management structures.

# Public Transport Coordination Group

Where multiple public transport operators are affected by an emergency, the Department will activate the Public Transport Coordination Group (PTCG) - or a subset of members - to coordinate the actions of affected public transport operators, or the transport sector more broadly. Individual operators can also request that the Department activate the PTCG.

## Purpose

The PTCG may be activated to coordinate the preparedness, readiness, response and recovery plans for activities impacting the public transport sector. Operators may also meet regularly as part of the Transport SRN to exchange information on general emergency management and sector reforms.

During an emergency or in readiness for an emergency:

* The Department provides information on the state situation, the State (or Regional or Area of Control) Controller’s intent and the incident objectives.
* Public transport operators provide information on the activities they intend to undertake to address the disruption, reinstate infrastructure or otherwise support the relevant controller.

The PTCG information contributes to the Departments plan outlining the actions of sector in response to and to manage the emergency or threat.

The individual public transport operator and member organisation is responsible for implementing the actions in the plan through their internal command structures.

## Chair and administration

The PTCG may act similarly to an Emergency Management Team (EMT): however, because many public transport operators operate across multiple regions, a departmental representative will chair the PTCG meeting and provide secretariat support for the meetings.

## Membership

Core membership of the PTCG comprises representatives of the following agencies, although this may vary in accordance with the needs of the incident:

|  |  |  |
| --- | --- | --- |
| The Department | Victoria Police | Metro Trains Melbourne |
| Yarra Trams | V/Line | Southern Cross Station |
| Bus operators | Bus Association Victoria | VicTrack |

## Outputs

The outputs of the PTCG meeting may be presented to:

* The Department’s executive emergency management oversight and governance group
* the State EMT (SEMT) by the Department State Agency Commander (SAC)[[2]](#footnote-3) or delegate
* the relevant Regional EMT (REMT) by the Department Regional Agency Commander (RAC) or delegate.

# Response: Department control arrangements

This section outlines the arrangements for control, command, coordination, consequence management, communications and relief for incidents where DoT is the control agency.

## The Departments control agency scenarios

Public transport disruption situations where the Department is the control agency include:

* infrastructure failure, (not associated with severe weather or other emergencies where there is another control agency), including communication failure and power outages at major transport hubs
* network delays and service outages caused by infrastructure faults, operator issues/industrial action
* telecommunications disruptions – loss of critical train/tram controlling or signaling systems.

The arrangements in the SEMP apply to transport service disruptions controlled by the Department.

## Department control levels

The following incident levels may apply to emergencies controlled by the Department:

**Level 1 – Single operator response**

**Level 2 – Regional response or area-of-operations (AoO) response**

**Level 3 – State tier response.**

## Appointment of controllers

Persons to perform the role of State Controller, Regional Controller or Area-of-Operations (AoO) Controller if required are to work on behalf of the Department Secretary (as the representative of the Victorian State Government), rather than on behalf of their agency.

* The Department Secretary is to ensure there is an appropriate trained, accredited and experienced State Controller appointed where required and is to provide the Emergency Management Commissioner (EMC) with their details. The State Controller has all the powers of the control agency officer in charge (OIC).
* The State Controller appoints Regional Controllers as required.   
  The Regional Controller has all the powers of the control agency OIC
* The State Controller in consultation with the Department Secretary may appoint a Deputy State Controller/s as Subject Matter Experts to support the Controller and Response.
* AoO Controllers if required will be appointed by the State Controller in consultation with the Department Secretary.

AoO Controllers may be sourced from transport operators designated as Vital Critical Infrastructure (VCI).

These persons may be sourced from across the transport sector or broader emergency management sector (with their agreement) and are to be confirmed by the Department Secretary The person to whom control is transferred must agree to the transfer and it must be enacted through an Instrument of Appointment.

The person to whom control is transferred then acquires the powers and responsibilities as specified in the instrument of appointment. Where control is transferred to person or persons from another agency, the Department must supply an experienced Subject Matter Expert (SME) as Deputy Controller.

All persons must be suitably trained, qualified and experienced to perform the role and remain current with the Victorian emergency management arrangements.

The Department Secretary must notify the EMC of the appointment of a State Controller.

## Level 1 – single operator response

Typical Level 1 scenarios where the Department is nominally the control agency includes:

* cancellation of services
* rolling stock or network infrastructure faults or emergencies
* minor infrastructure and resource planning issues.

A Level 1 response involves:

* response by a single public transport operator. This may include limited support from other agencies, such as assistance with alternative transport options.
* little or no community consequences
* normal resolution of services within a 4-hour period.

A Level 1 transport service disruption is normally managed by the public transport operator as part of business-as-usual arrangements, through the exercise of its Emergency Management / Security Plan, in consultation with the Department.

Multiple Level 1 responses may occur concurrently, consequently, a Level 2 response and the activation of the PTCG should be considered where:

* the incident response is anticipated to last for more than 4 hours, or
* multiple public transport operators are using the same support resources/services, or
* there is a risk of consequences or impacts becoming more serious, or
* the actions/public communications of multiple public transport operators need to be coordinated.

| **Function** | **Description** | **Responsible person** |
| --- | --- | --- |
| **Command** | The agency’s normal supervisory structure applies | Site manager - public transport operator |
| **Control** | An Incident Controller is only required where multiple agencies are involved, or the impacts or consequences may significantly escalate.  The site manager may concurrently perform the command and control functions. | Incident Controller (public transport operator) |
| **Oversight of control** | Oversight of effective control on behalf of DoT as the control agency. | Department Transport Operational Centre supported as required by the Department State Agency Commander |
| **Coordination** | Generally, not required.  Where required, support resources are sourced from the local area. | Incident Emergency Response Coordinator (Victoria Police) |
| **Communication** | Advice to passengers of network disruptions and advice on alternate travel options | Public transport operators Site manager / Incident Controller |
| **Consequence management** | Minimal customer, public or infrastructure impact. | Public transport operator site manager / Incident Controller |
| **Relief** | Information and support to customers, where required | Public Transport Operators |
| **Support to the controller** | Support to the site manager / Incident Controller (e.g., assistance with communications, provision of relief etc) | Normal public transport operator business support functions |
| **Notification** | Notification to DoT and subsequent updates and eventual ALL CLEAR via standard communication tool (i.e. SMS or similar). | Public transport operator Site manager / Incident Controller |
| **Recovery** | Restoration of normal services. | Public transport operator Site manager / Incident Controller |

Each public transport operator is required to provide the following information to the community and DoT:

* notification of any network disruptions
* provision of advice on alternate travel options
* provision of safe alternate travel services.

## Level 2 – Department area of operation or regional tier activated

A Level 2 response to a public transport disruption may be required where the incident:

* may have (including the risk of) a medium-term impact on critical infrastructure
* requires a limited response by multiple public transport operators
* may have (including the risk of) a medium impact on the community.

Typical Level 2 response scenarios where the Department may be the control agency include:

* prolonged telecommunication outage possibly causing major critical (train/tram controlling) network signalling issues
* disruption caused by capital works.
* a situation where a VCI provider is unable to deliver services and the services of a number of public transport operators are affected
* transport disruption situations anticipated to take longer than 4 hours to resolve, or through timing will have significant impacts on the community.

A Level 2 transport service disruption is managed through activation of Department AoO and/or via regional control arrangements – but may be managed at the department level or State tier under certain circumstances. Note that this is in addition to the response by public transport operators at the incident tier.

A Level 2 response can easily escalate into a Level 3 response. Control of a Level 2 transport service disruption must be transferred to the State tier (i.e., become a Level 3 incident) as soon as possible if:

* the incident shows clear potential to become a major emergency (refer to Appendix B – Definitions)
* the Department Area of Operation or Regional Controller needs immediate specialist/additional support
* several similar incidents are expected within the area and are best managed as the one combined incident

### Level 2 - Regional tier activated

The Regional tier (and/or State tier) is activated for a Level 2 response where multiple agency support within a Victorian Government region is needed. Activation would be determined by Department State Controller in consultation with the Department and the EMC. The EMC is responsible for ensuring DoT establishes effective control of emergencies.

A multi-agency regional response is managed by:

* Activation of regional tier arrangements in addition to the Department’s incident tier arrangements
* A Regional Controller supported by the business functions of the affected Vital Critical Infrastructure (VCI) operator. The role statement for a Regional Controller is in the SEMP.
* The Public Transport Coordination Group and Department Emergency Coordination Team to provide support as required.
* The Departments Regional Agency Commander or senior delegate must attend the Regional Emergency Management Team to provide technical input into regional discussions. The Regional Agency Commander may be support by a subject matter Expert.

The regional incident tier remains activated whilst multiple agency support is required to response to the public transport disruption or security event.

| **Function** | **Description** | **Responsible person  (and appointment)** |
| --- | --- | --- |
| **Control** | Control is exercised across multiple public transport operators within the activated area-of-operations | Regional Controller (appointed by a Department Executive or the State Controller - if appointed) |
| Oversight of effective control (on behalf of the Department as control agency). | Department Regional or State Agency Commander supported by an IMT (if established), the PTCG, ECT and State Agency Commander as required |
| **Command** | Supervision remains within each agency (i.e., each responding public transport operator). | Department Regional Agency Commander and public transport operator commanders |
| **Coordination (support agencies)** | Coordination of support agencies and chair of the Regional Emergency Management Team (REMT) | Regional Emergency Response Coordinator (RERC) |
| **Coordination  (public transport operators)** | The Public Transport Coordination Group (PTCG) coordinates the activities of multiple public transport operators (as support agencies) | Chair PTCG and Executive Coordination Team as required |
| **Communication** | * Public communications and warnings * Government and stakeholder communications   Communications would be through the normal transport communication mediums (websites and social media etc). Messages would be in accordance with the Department’s EM Plan. | Regional Controller (supported by the Department) |
| **Consequence management** | Customer, public or infrastructure impact managed by each response agency. | Regional Controller/Regional Agency Commander supported by PTCG and ECT |
| **Relief** | Provision of essential needs to affected people | As outlined in the SEMP |
| **Support** | Support to the AoO Controller | VCI operator’s normal business functions |
| **Notification** | As part of the first response, the VCI operator must notify the DoT Duty Officer on 1800 961 311 | Regional Controller |
| **Recovery** | Restoration of normal services. | Each public transport operator, Coordinated by the Department. |

### Level 2 – area-of-operations activated

The Area of Operation is activated for a Level 2 response where multiple public transport operators from the same or different Victorian Government region are responding to the Level 2, however this response is largely confined to a public transport issue and the operational support of multiple emergency services agencies is not required

A typical Level 2 response scenarios where an AoO and support team may need to be established includes where the incident:

* spans several regions, such as across the Melbourne metropolitan area (this is a geographic AoO)
* affects a single aspect of transport that is widespread, such as a rail line or network (this is a functional AoO) – Note greater or extended network impacts may be level 3.
* affects multiple operators responding across a range of regions.

An AoO is managed by:

* activation of an AoO tier, that may span several regions, and which operates in addition to the incident tier.
* an AoO Controller (a suitably qualified, trained and experienced person who has been identified for appointment as a controller for the incident), supported by the business functions of the affected Public Transport Operator(s). The role statement for the AoO controller is in the SEMP.
* The PTCG with be activated to provide support and coordination and potentially the Department’s Emergency Coordination Team (ECT) to provide executive input and support as required.
* The AOO controller must either attend this team or provide a delegate to provide technical input into state level support discussions.

| **Function** | **Description** | **Responsible person  (and appointment)** |
| --- | --- | --- |
| **Control** | Control is exercised across multiple transport operators within the activated area-of-operations | AoO Controller appointed by the relevant Department Executive |
| Oversight of effective control (on behalf of DoT as control agency). | The establishment of internal and external IMT (if required), supported by the Department’s Transport Operation Team, the PTCG, SAC and ECT (if required). |
| **Command** | Supervision remains within each agency (i.e. each responding transport operator). | State Agency Commander and public transport operator commanders |
| **Coordination (support agencies)** | Coordination of support agencies and chair of the Regional Emergency Management Team (REMT) | Regional & State Controller or the AoO Controller, supported by Department Transport Operational Team |
| **Coordination  (transport operators)** | The Public Transport Coordination Group (PTCG) coordinates the activities of multiple transport operators (as support agencies) | PTCG and potentially the ECT chaired by the Department |
| **Communication** | * Public communications and warnings * Government and stakeholder communications   Communications would be through the normal transport communication mediums (i.e. websites, social media). Messages would be in accordance with the DoT EM Plan. | Area of Operation Controller, supported by the Department and Operator’s communications |
| **Consequence management** | Customer, public or infrastructure impact managed by each response agency. | AoO Controller, by their support team and public transport Operators |
| **Relief** | Provision of essential needs to affected people | As outlined in the SEMP |
| **Support** | Support to the AoO Controller | Public Transport operator’s normal business functions, Departments Transport Operational Centre and Resilience and Emergency Coordination |
| **Notification** | In first response, the Public Transport Operator to notify the DoT Duty Officer via 1800 961 311. | State Agency Commander |
| **Recovery** | Restoration of normal services. | AoO Recovery Coordinator and public transport operator |

## Level 3 – State tier activated

Level 3 response arrangements are typically activated where the public transport disruption:

* has (or potentially has) a significant economic, social or environmental impact to the state of Victoria or
* has (or potentially has) a major impact on the routine functioning of the community and requires a whole-of-government response

Potential scenarios for Level 3 responses controlled by the Department include:

* widespread and protracted telecommunications outage potentially causing signalling issues and failures to communicate with transport nodes for a significant and prolonged period
* prolonged and complete suspension of the metropolitan or regional train / tram network
* significant social or economic impacts
* a major infrastructure failure with the risk of loss of life and multiple injuries.

Typically, a Level 3 response requires:

* a response beyond the capacity of the transport sector and/or a regional response requiring a multi-agency statewide response
* a significant time period for the incident to resolve

Activation of the State tier (i.e., State Government tier) involves the Whole-of-Victorian Government (WoVG) response to manage the impact and consequences of the emergency.

A Level 3 response is managed through:

* the likely appointment of a State Controller Transport by the Department Secretary
* The State Controller will establish a control structure for the disruption (in accordance with AIIMS, and with internal governance oversighted by the ECT and/or DEET). This is likely to include:
  + Establishment of a Regional Emergency Management arrangements
  + Public transport operators continuing to respond at the incident tier, according to their Emergency Management / Security Plans, with their activities coordinated through the PTCG / ECT
* the convening of State Control Team, State Emergency Management Team, Regional Emergency Management Teams and Local Incident Management Teams as required to coordinate whole-of-government actions to manage the wider community consequences
* the Department ECT and DEET providing support.

The Emergency Management Commissioner (EMC) will monitor the control of the emergency and the State Control Centre (SCC) will provide support as required.

| **Function** | **Description** | **Responsible person  (and appointment)** |
| --- | --- | --- |
| **Control** | State tier control, exercised at the State Control Centre (SCC) | State Controller[[3]](#footnote-4) (appointed by the Department Secretary) |
| Regional or Area-of-operations control (where required) to manage specific areas or functions of the response (e.g., train or tram response) | Regional and/or AoO Controller (appointed by the State Controller or Department Secretary) |
| Oversight of effective control | Department Secretary, EMC and potentially State Crisis and Resilience Council and State Emergency Management Committee |
| **Command** | Supervision remains within each responding transport operator. | State and Regional Agency Commanders and public transport operators |
| **Coordination (support agencies)** | SEMT (and REMT as required) will convene to coordinate the activities of the whole-of-government to manage the broader consequences of the emergency. | State Controller, EMC and Regional Emergency Response Coordinators, as required) |
| **Coordination  (transport operators)** | The Department Emergency Coordination Team supported by the Public Transport Coordination Group (PTCG) coordinates the activities of multiple transport operators (as support agencies) | Chair ECT  Chair PTCG |
| **Communication** | Emergency Management Joint Public Information Committee (EMJPIC) to coordinate:   * Public communications and warnings * Government and stakeholder communications | State Controller (in collaboration with the EMC) |
| Transport operator command communications | Each transport operator, through its chain of command |
| **Consequence management** | Coordinated through SEMT and REMT (where required) | State Control Centre |
| Each transport operator to manage its customer, public or infrastructure impacts | Transport operator |
| **Relief** | Provision of essential needs to affected people. Agencies with responsibility for assisting with the provision of relief are listed on the EMV website. | State Emergency Relief Coordinator |
| **Support to the controller** | Support to the State Controller | Department ECT with support from the State Control Centre |
| Support to the Regional or AOO Controller | Public transport operator normal business functions  Regional Control Centres |
| Support to transport operator response | Each public transport operator. |
| **Notification** | * Notify the EMC for a Class 2 emergency, or * Notify the EMC and Chief Commissioner of Police for a Class 3 emergency. | State Controller  (or State Agency Commander if State Controller not yet appointed) |
| **Notification** | The Secretary DoT must notify the EMC when a State Controller is appointed. | Department Secretary |

|  |  |  |
| --- | --- | --- |
| **Recovery** | Recovery coordination | State Recovery Coordinator |
| Overall responsible for leading the recovery of:   * Restoration of major arterial roads, bridges and tunnels * Restoration of tram, bus, rail services. | Department of Transport |
| Recovery support agencies: | Department of Justice and Community Safety (DJCS)  Public transport agencies (i.e., public transport operators)  VicTrack  Victorian Managed Insurance Authority (VMIA)  The SEMP Roles and Responsibilities provides detailed information on agency roles and responsibilities for recovery |

# Response: DoT support arrangements

This section outlines the arrangements for public transport operators and DoT to provide support to the appointed controllers (**this includes incidents where DoT is control agency, and also incidents where another agency is control agency**).

## Public Transport operators as support agencies

During an emergency involving a transport service disruption, activated public transport operators are response support agencies. The role of a response support agency is listed in the SEMP.

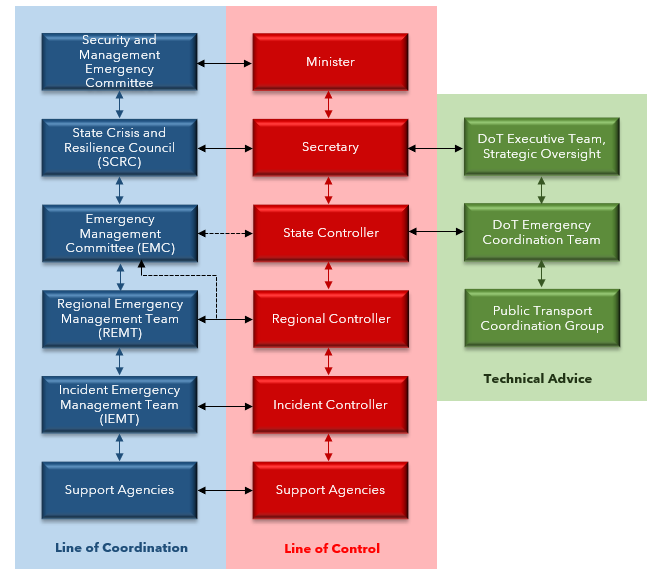
The controller at each tier holds overall responsibility for the functions of control, consequence management, communication, relief and recovery (during the response phase) at that tier. They implement these functions with the involvement and support from response support agencies.

The emergency response coordinator convenes the emergency management team at the following activated tiers to coordinate the activities of response support agencies:

* Incident EMT (IEMT)
* Regional EMT (REMT)
* State EMT (SEMT).
* State Control Team

## State support levels

DoT coordination, control and advice structures (see diagram below) as well as three levels of activation to support transport operators:



* Level 1 relates to a response by single transport operators.
* Levels 2 relates to the activation of DoT support at the regional tier
* Level 3 relates to the activation of DoT support at the state tier.

### Level 1 – response by single operator

A Level 1 situation involves single transport operators supporting the controller, without the need for Departmental support. Typical scenarios include:

* Level 1 response situations controlled by the Public Transport Operator and/or the Department (refer Section 5 - Response: Department control arrangements)
* power outages
* routine police operations
* injuries or deaths caused by medical episodes, accidents or suicide
* fallen trees or debris from storms (unless severe storms or with a widespread impact)
* flash flooding
* small accidents (such as level crossing accidents).

The transport disruption is expected to be resolved within several hours.

The transport operator responds as part of business-as-usual arrangements, in support of the Incident Controller, through the exercise of its Emergency Management / Security Plan. Several transport operators may be involved in the response.

Engagement with the Incident Controller is either directly, or through participation in the IEMT.

The Department Regional Coordination Team (RCT) monitors the situation and may dispatch an Emergency Management Liaison Officer (EMLO) to participate in the IEMT in place of the operator/s.

### Level 2 – DoT regional tier support activated

A Level 2 situation affects (or is anticipated to affect) transport services to moderate extent, such that Departmental support is required. One or more transport operators may be involved.

Typical scenarios may include:

* Level 2 responses controlled by the Department (refer Section 5 – Department Response: Department control arrangements)
* floods or forecast of floods
* fires or forecast of fires
* forecast of extreme heat
* Severe weather events with significant quantity of or widespread fallen trees or debris
* significant accident involving large vehicles, multiple vehicles or complex rescue/retrieval operations
* Widespread power outages affecting network operations, including signalling and communications.

The transport disruption resulting from these scenarios is anticipated to take longer than 4 hours and impact on the community to resolve, but not for an extended period. Planned disruptions of over 4 hours would not generally trigger a level 2 response (e.g. limited industrial action or publicised infrastructure works).

In these situations, the transport operator continues to manage the service disruption through the exercise of its Emergency Management / Security Plan.

The Department will convene the Regional Emergency Management Team to provide oversight and support, with the Area of Operations Controller or Regional Agency Commander (RAC).

Where an IEMT is also operating, the transport operator/s may participate or, alternatively, the REMT may dispatch an EMLO to participate on their behalf.

Where multiple transport operators respond, DoT may convene PTCG to coordinate their activities.

The Departments Emergency Coordination Team (ECT) (state tier) may monitor the situation and provide support where required.

### Level 3 – DoT state support activated

A Level 3 situation affects (or is anticipated to affect) transport services to a large extent, requiring DoT state tier support. One or more transport operators may be involved

Typical scenarios may include:

* Level 3 emergencies controlled by Department of Transport (refer Section 5 - DoT control arrangements)
* Class 1 emergencies
* Class 2 emergencies (e.g. pandemic or severe heat)
* Class 3 emergencies[[4]](#footnote-5).

The public transport disruption resulting from these scenarios is anticipated to take extended period to return to normal and there may be serious consequences resulting from this disruption.

At the incident tier, the transport operator continues to manage the service disruption through the exercise of its Emergency Management / Security Plan.

The Department will convene the Regional Coordination Team to provide oversight and support, with the Regional Agency Commander (RAC) participating in the REMT. Where an IEMT is also operating, the transport operator/s may participate or, alternatively, the Regional Coordination Team may dispatch an EMLO to participate on their behalf.

The DoT Emergency Coordination Team (state tier) is activated to provide support. The State Agency Commander participates in SEMT.

DoT will convene PTCG to coordinate the activities of multiple transport operators.

The Department Executive Emergency Team (DEET) will monitor the situation.

# Recovery

The nature of transport disruption emergencies is that medium to long term recovery requirements are uncommon unless as a consequence of other emergencies. If required, recovery arrangements for public transport disruptions are as per the SEMP.

# Plan preparation and approval

## Consultation and engagement

Part 6A of the *EM Act 2013* requires ‘relevant departments’ to consult with operators of vital critical infrastructure and responsible entities (s74B), where it is considered appropriate.

DoT consulted with the following operators during the preparation of this Plan:

* Metro Trains
* Yarra Trams
* V/Line
* Southern Cross Station
* Bus operators
* Bus Association Victoria
* VicTrack
* ARTC.

DoT also consulted with the following stakeholders:

* each responder agency (Fire Rescue Victoria, Country Fire Authority, Victoria State Emergency Service and DELWP)
* each Department who contributed to the 2016 Sub-Plan
* Victoria Police
* Ambulance Victoria
* the Municipal Association of Victoria
* City of Melbourne
* Coroner.

## Statement of assurance

The Department of Transport confirms:

* this Plan was prepared in accordance with the planning requirements of the *EM Act 2013* and the Ministerial [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](https://www.emv.vic.gov.au/how-we-help/emergency-management-planning/planning-guidelines).
* this Plan was last reviewed on ------------, and complete and accurate records of this review have been kept and can be provided to the relevant approver if required.

## Review and urgent updates

DoT will review this Plan at least every three years, or more frequently as required, to ensure it is current, integrated, coordinated and comprehensive.

A review may be required more often where this Plan has been exercised or implemented and opportunities to improve the plan are identified.

In some circumstances, it may be necessary for DoT to update this Plan without complying with the consultation and approval requirements of the *EM Act 2013*. In this situation, the provisions for urgent updates in the *EM Act 2013* apply.

# Appendix A – Acronyms

Table 4 – Abbreviations

| ABBREVIATION | DEFINTION |
| --- | --- |
| ARTC | Australian Rail Track Corporation |
| AoO | Area of Operations |
| CBD | Central Business District |
| DET | Department of Education and Training |
| DEET | Department Executive Emergency Team |
| DELWP | Department of Environment, Land, Water and Planning |
| DJCS | Department of Justice and Community Safety |
| DoT | Department of Transport |
| DoT ECT | DoT Emergency Coordination Team |
| EM Act 2013 | *Emergency Management Act 2013* |
| EMC | Emergency Management Commissioner |
| EMJPIC | Emergency Management Joint Public Information Committee |
| EMLO | Emergency Management Liaison Officer |
| EMV | Emergency Management Victoria |
| IMT | Incident Management Team |
| IEMT | Incident Emergency Management Team |
| IERC | Incident Emergency Response Coordinator |
| MEMP | Municipal Emergency Management Plan |
| MERC | Municipal Emergency Response Coordinator |
| PTCG | Public Transport Coordination Group |
| PTO | Public Transport Operators |
| REMT | Regional Emergency Management Team |
| SCRC | State Crisis and Resilience Council |
| SCT | State Control Team |
| SEMT | State Emergency Management Team |
| SEMP | State Emergency Management Plan |

# 

# Appendix B - Definitions

Table 3 – Definitions

| TERM | DEFINITION |
| --- | --- |
| Agency | Means a government or a non-government agency.  (*Emergency Management Act 1986* section 4)  Agencies include government and non-government organisations, government departments, local government and volunteer organisations with a role in emergency management. |
| Area-of-Operations Controller | The person appointed as the controller of an area-of-operations. |
| Class 1 Emergency | (a) a major fire; or  (b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the SERP.  (*Emergency Management Act 2013* section 3) |
| Class 2 Emergency | A major emergency which is not—  (a) a Class 1 emergency; or  (b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or  (c) a hi-jack, siege or riot.  (*Emergency Management Act 2013* section 3) |
| Class 3 Emergency[[5]](#footnote-6) | A Class 3 emergency means a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hi-jack, siege or riot. Class 3 emergencies may also be referred to as security emergencies. |
| Chain of command | An agency’s organisational hierarchy that defines the accountability of people or positions and identifies the link between them and their supervisor (SEMP). |
| Commander | The person an agency responding to an emergency identifies as responsible for supervising its personnel and chain of command. Where there is an agreed inter-agency  arrangement, a functional commander may supervise personnel and resources from more than one agency |
| Consequence Management | The coordination of agencies to minimise the adverse effects of emergencies on people, communities, infrastructure and the environment while ensuring:  (a) safety considerations are paramount; and  (b) f the emergency is due to a hi-jack, siege, riot, warlike act or act of terrorism, the exercise of police powers is not interfered with.  (*Emergency Management Act 2013* section 45)  Consequence management informs strategic decision making before, during and after emergencies and is important for longer-term decision-making after a major emergency. It also supports community recovery |
| Controller | The person appointed by the control agency to exercise control horizontally across responding agencies during an emergency response |
| Control Agency | The control agency is the agency with the primary responsibility for responding to a specific form of emergency.  (*Emergency Management Act 2013* section 54) |
| Coordination | Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies. |
| Department | Victorian Government departments, including those with portfolio responsibility for agencies with a role in emergency response |
| Duty Officer | The Duty Officer (DO) is a monitoring function through DoT’s Transport Operations Centre, responsible for reviewing notifications of incidents affecting all modes of public transport for all of Victoria. The DO provides a centralised point of contact for operators and agencies notifying DoT of an immediate or impending threat or incident |
| Effective Control | Effective control is where the following conditions are met:   * a control structure appropriate to the emergency is in place * controllers are working to their relevant role statement * all response decisions are consistent with the [State Emergency Management Priorities](https://files.emv.vic.gov.au/2021-05/Victorian%20State%20Emergency%20Management%20Plan%20SEMP%20_0.pdf) |
| Emergency | The actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing—  (a) an earthquake, flood, windstorm or other natural event; and  (b) a fire; and  (c) an explosion; and  (d) a road accident or any other accident; and  (e) a plague or an epidemic or contamination; and  (f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and  (g) a hi-jack, siege or riot; and  (h) a disruption to an essential service.  (*Emergency Management Act 2013* Part 1 section 3) |
| Emergency Management Sector | The sector comprising all agencies, bodies, departments and other persons who have a responsibility, function or other role in emergency management. (Emergency Management Act 2013 section 3) |
| Incident | An event, occurrence or set of circumstances that:   * has a definite duration * calls for human intervention * has a set of concluding conditions that can be defined * is or will be under the control of an individual who has the authority to make decisions about the means by which it will be brought to a resolution. |
| Line-of-control | The line of accountability and responsibility for controllers at the incident, regional and state tiers. Issues are escalated and direction provided through the line of control. |
| Major emergency | A large or complex emergency that:   * has the potential to cause loss of life and extensive damage to property, infrastructure, or the environment or * has the potential for adverse consequences for all or part of the Victorian community or * requires a multi-agency response.   A major emergency can also have indirect consequences on the wellbeing of the wider community and response personnel, the economy, the delivery of services and the  health and beauty of the natural environment  A major emergency is either a Class 1, 2 or 3 emergency (SEMP) |
| Public Transport Coordination Group | A public transport sector specific Emergency Management Team (EMT) established to provide the operational framework, subject matter expertise and essential conduits to the partner organisations necessary for coordinating the public transport response.  DoT is the lead agency and coordinator of the PTCG.  The core membership consists of:   * DoT * Victoria Police * Metro Trains Melbourne * Yarra Trams * V/Line * Southern Cross Station (Civic Nexus Pty Ltd) * Bus Operators * Bus Association of Victoria * VicTrack |
| Public Transport Operator | The individual subordinate organisations responsible for specific aspects of the transport network including the train network (metropolitan and regional), tram network, bus network, and contracted ferry. |
| Recovery | The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.  (Emergency Management Act 2013 section 3) |
| Region | A region is one of the Victorian Government Regions. |
| Relief | Provision of assistance to meet essential needs of individuals, families and communities during and in the aftermath of an emergency. |
| Resources | The people, equipment or services an agency requires to perform its emergency response role and responsibilities. |
| Response | The combating of emergencies and the provision of rescue services. (*Emergency Management Act 2013* section 3)  For the purpose of the SEMP, emergency response is the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihoods and wellbeing, property and the environment and to meet basic human needs. |
| Response Agency | Any agency with a role or responsibility during an emergency response.  Response agencies are either the control agency or a support agency. |
| State | Refers to the State Government of Victoria (or its appointments). This is to avoid confusion with the geographic ‘state’ of Victoria. |
| State Agency Commander (SAC) | A designated or rostered staff member with appropriate emergency management training and experience. The SAC ensures situational awareness for emergencies where DoT has a command or support role is communicated to our Ministers and Emergency Coordination Team, in consultation with relevant DoT executives**.** |
| State Controller for Class 2 emergencies | A person appointed as a Class 2 controller at the state tier under the Emergency Management Act 2013 section 39.  (*Emergency Management Act 2013* section 39) |
| State Emergency Management Plan | The SEMP prepared under the *Emergency Management Act 2013*. |
| Support Agency | A support agency is an agency that provides services, personnel, or material to support the control agency.  The SEMP – Emergency Management Agency Roles lists the support agencies for specific emergencies and support agencies that provide specific services during all emergencies. |
| Transport sector | Collective reference to the organisations contributing to the provision of transport services in Victoria |
| Transport operator | An individual organisation providing services within the transport sector. Transport operators including:  • the operators of train, tram, bus and ferry services for either passenger or freight services  • the custodial owners and operators of Victoria’s transport infrastructure, including for rail, road and port operations  • the operators of key transport nodes, such as bridges, intermodal hubs and depots. |
| Transport service disruption’ | A situation where the transport operator’s ability to operate its contracted scheduled services is impeded. |
| Whole of Government | For the purpose of the SEMP, the whole of government is a collective term for all agencies with a role or responsibility in emergency management in Victoria, as listed in SEMP – Emergency Management Agency Roles. |

# Appendix C – Response levels and trigger points

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Level 1 response** (Transport operator response) | **Level 2 response** (Regional tier activated) | **Level 2 response** (Area-of-Operations activated) | **Level 3 response** (State tier activated) |
| Potential impact on transport services | Full or partial suspension of services for a limited time | Service disruption for more than 4 hours outside planned disruptions. | Service disruption for more than 4 hours | Extended service disruption |
| Emergencies controlled by DoT or Operators | Potential scenarios include:   * Significant cancellation of services * rolling stock or network infrastructure faults or emergencies * minor infrastructure and resource planning issues. | Potential scenarios include:   * small scale telecommunication outage possibly causing network signalling issues and failure to communicate with multiple transport modes * disruption caused by capital works. * a situation where a Vital Critical Infrastructure (VCI) provider was unable to deliver services and the services of a number of public transport operators were affected * non planned transport disruption situations anticipated to take longer than 4 hours to resolve. | Potential scenarios include the same trigger points for a regional response BUT the incident   * spans several regions, such as across the Melbourne metropolitan area (this is a geographic AoO) * affects a single aspect of transport that is widespread, such as a rail line (this is a functional AoO) * affects multiple operators responding across a range of regions. | Potential scenarios include:  • widespread and protracted telecommunications outage potentially causing signalling issues and failures to communicate with transport nodes (Class 2 emergency)  • a major infrastructure failure with the risk of loss of life and multiple injuries (Class 2 emergency) |
| Emergencies controlled by other agencies | * non major power outages * routine police operations * injuries or deaths caused by medical episodes, accidents or suicide * fallen trees or debris from storms * flash flooding * small accidents (such as level crossing accidents). | * floods * fires or forecast of fires * forecast of extreme heat * significant accident involving large vehicles, multiple vehicles or complex rescue/retrieval operations * Widespread power outages affecting network operations, including signalling and communications. | As determined by the control agency | Major emergencies or emergency with the potential to become:   * Class 1 emergency * other Class 2 emergency * Class 3 emergency |
| DoT support | Regional Coordination Team (RCT) monitoring | RCT activated State Coordination Team (SCT) monitoring | SCT activated Department Executive Emergency Team (DEET) and Emergency Coordination Team (ECT) monitoring | SCT activated  ECT Activated DEET monitoring |

1. Victoria’s Critical Infrastructure All Sectors Resilience Report overviews risks and resilience improvement initiatives for each sector. This annual report and other information regarding the protection of Victoria’s critical infrastructure resilience can be found at <https://www.emv.vic.gov.au/our-work/critical-infrastructure-resilience> [↑](#footnote-ref-2)
2. The process for appointing the DoT State Agency Commander (SAC) and the DoT Regional Agency Commander (RAC), where appointed, is contained within the DoT Emergency Management Plan. [↑](#footnote-ref-3)
3. The Secretary DoT must notify the EMC when a State Controller is appointed. [↑](#footnote-ref-4)
4. Refer to Appendix B for definitions of these classes of emergency. [↑](#footnote-ref-5)
5. Although the term ‘Class 3 emergency’ is not recognised in legislation, Victoria Police has agreed for the term to be used to improve the readability and useability of the SEMP. [↑](#footnote-ref-6)