

Policy Category: Operations	Name of Policy: Emergency Evacuation Request Policy
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Policy Owner	Operations
Approval Body	Niagara Transit Commission Board
Approval Date	May 20, 2025
Effective Date	May 20, 2025
Review by Date	June 1, 2030

1. Policy

Emergency Evacuation Requests Policy

2. Purpose Statement

This policy recognizes the ability for Niagara Transit to be a strong community partner and aid emergency services when the need to evacuate residents from an unsafe location arises. The purpose of this policy is to govern when and how Niagara Transit vehicles will be provided for evacuation purposes when requests for this type of assistance are received

3. Scope

This policy applies to all vehicles owned and operated by Niagara Transit, during and outside of regular operating hours.

4. Roles and Responsibilities

During hours of operation, requests for emergency evacuation assistance will be directed to the on-duty transit supervisor who will inform the Manager of Operations. Outside the hours of operation, requests for emergency evacuation assistance should be directed to the Manager of Operations. The Manager of Operations will notify the Director of Operations, Chief of Staff, General Manager, and the Communications Consultant.

5. Procedure

Niagara Transit will provide emergency evacuation services under the following conditions:

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- At the request of Niagara Region, local Niagara Municipality, provincial and federal emergency services
- Upon the activation of the Niagara Region, local Niagara municipality, provincial or federal Emergency Operations Centre (EOC)

Niagara Transit will not be responsible for:

- Determining or providing a location for the accommodation of evacuated people
- Any supplies or materials related to the well-being or safety of evacuated individuals, except which facilitates the safe transportation of those individuals

The on-duty transit supervisor (or Manager of Operations outside service hours) will:

- Determine the type of transit vehicle to be provided
- Determine the number of transit vehicles to be provided
- Liaise with the primary emergency services contact and Niagara Transit staff
- Provide updates to the Manager of Operations, the Director of Operations, Chief of Staff, General Manager, and the Communications Consultant
- Work with staff to ensure minimal disruption to transit services for the duration of the emergency incident
- Complete the emergency evacuation request report once the incident has concluded and Niagara Transit vehicles are no longer required by emergency services

The Communications Consultant will:

- Work with staff involved to determine any interruptions to normal service
- Advise ridership through Niagara Transit's digital channels of a disruption and any pertinent information including affected routes, frequency changes, and expected length of disruption if available.

6. References and Related Documents

Not applicable.

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7. Related Policies

Not applicable.

8. Document Control

The electronic version of this document is recognized as the only valid version.

Approval History

Approver(s)	Approved Date	Effective Date
Niagara Transit Commission Board		

Revision History

Revision No.	Date	Summary of Change(s)	Changed by