



PERTH CBD

MAJOR EMERGENCY

MANAGEMENT ARRANGEMENTS

MANAGEMENT OF PEOPLE PLAN

issued by
City of Perth- Kings Park & Botanic Gardens Authority
Local Emergency Management Committee
on behalf of the
City of Perth

Review Date:

Approved at City of Perth- Kings Park & Botanic Gardens Authority LEMC meeting
by resolution: <<Resolution number>>

Date:

Contact Officer

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City of Perth

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Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		INITIALS
		First Draft	
1			
2			
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4			
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10			

Copies of this State emergency management plan are available on the FESA internet site:

www.fesa.wa.gov.au

Main FESA website

State emergency management

Policy and Planning

State plans

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Distribution

Emergency Management Committees

Secretary SEMC

SEMC

Emergency Services Subcommittee

Recovery Services Subcommittee

Public Information Group

Lifelines Services Group

Lifelines Operations Group

Metropolitan Emergency Management Executive Group

Central Metropolitan DEMC

City of Perth-Botanical Gardens LEMC

Agencies with responsibilities in this plan

City of Perth

City of South Perth

Town of Vincent

Town of Victoria Park

City of Subiaco

Kings Park & Botanic Gardens Authority

Main Roads WA

Public Transport Authority (PTA)

WA Police

Department of Transport

Fire and Emergency Services Authority

Department of the Premier and Cabinet

Department of Child Protection

Department of Education

Department of Training & Workforce Development

Department of Health

St John Ambulance

Library Deposits (bound copies with contact details removed)

National Library of Australia, Legal Deposits Unit (2 copies)

State Library of Western Australia, Battye Library (4 copies)

Emergency Management Australia Institute Library

Additional Organisations to be provided with Advice on Plan

Department of Infrastructure

Department of Planning

Swan River Trust

Glossary

Definitions

All words and phrases in this document that are not specifically defined here are defined in the State Disaster Plan or are used in their common use terminology as defined in the Macquarie Dictionary.

CASUALTY CLEARING POST - an area located at the emergency site, but in a safe location, for undertaking triage, emergency treatment of casualties prior to transport away from the emergency zone

CAUSAL AGENCY – the agency responsible for managing an event for the infrastructure impacted by a disruption from a non-hazard event.

CONTROL ZONE – a defined zone within the defined CBD area to designate which Designated Emergency Transit Area the occupants of that zone will move to in the event of activation of the withdrawal phase of the PCMEMA Management of People plan.

DETA – Designated Emergency Transit Area. Designated areas within the City of Perth where people can be sent to assemble in preparation for transfer to a safe place of refuge.

DISTRICT EMERGENCY COORDINATOR – the emergency coordinator appointed by the State Emergency Coordinator for each emergency management district.

EMERGENCY – the occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.

HAZARD –

- (a) a cyclone, earthquake, flood, storm, tsunami or other natural event;
- (b) a fire;
- (c) a road, rail or air crash
- (d) a plague or an epidemic;
- (e) a terrorist act;
- (f) any other event, situation or condition that is capable of causing or resulting in –
 - (i) loss of life, prejudice to the safety, or harm to the health, of persons or animals; or
 - (ii) destruction of, or damage to, property or any part of the environment,

and is prescribed by the *Emergency Management Regulation 2006*.

HAZARD MANAGEMENT AGENCY – a public authority, or other person, which, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring the emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is

prescribed. Such organisations are prescribed by the *Emergency Management Regulations 2006*. The regulations may prescribe the whole of the State, or an area of the State, as the area for which the public authority or person is a hazard management agency.

INCIDENT – an *Emergency*, which impacts upon a localised community or geographical area but not requiring the co-ordination and significant multi-agency emergency management activities at a district or state level.

INCIDENT MANAGER – the person designated by the relevant *Hazard Management Agency*, responsible for the overall management and *control* of an *incident* and the tasking of agencies in accordance with the needs of the situation.

LIFELINES -

LOCAL EMERGENCY COORDINATOR – the emergency coordinator appointed by the State Emergency Coordinator for each local government district.

RISK - a concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.

RISK MANAGEMENT – The systematic application of management policies, procedures and practices to the task of identifying, analysing, evaluating, treating and monitoring risk. Refer to AS/NZS Standard 4360:2004 (Risk Management).

STATE EMERGENCY COORDINATION GROUP (SECG) - a group that may be established if an emergency occurs or is imminent by the State Emergency Coordinator on the request of the relevant hazard management agency, or on his or her own initiative and in consultation with the relevant hazard management agency. The State Emergency Coordination Group has the following functions –

- (a) to ensure the provision of coordinated emergency management by public authorities and other persons;
- (b) to provide advice and direction to public authorities and other persons to facilitate effective emergency management;
- (c) to liaise between emergency management agencies and the Minister.

STATE EMERGENCY COORDINATOR – the Commissioner of Police.

STATE EMERGENCY MANAGEMENT COMMITTEE (SEMC) – the State level committee that provides a forum for the development of State emergency management arrangements. This committee provides direction, advice and support to public authorities in the preparation of an efficient emergency management capability for the State.

SUPPORT ORGANISATION - a public authority or other person prescribed by the regulations to be a support organisation for the purposes of the *Emergency Management Act 2005* (s. 6(3) of the *Emergency Management Act 2005*).

WELFARE CENTRE – any centre established to provide emergency welfare services to persons affected by an emergency. It may be an Evacuation centre, Accommodation Centre, or Relief/Recovery Centre, e.g. ‘One-Stop-Shop’.

Abbreviations

AS/NZS	Australian Standard/New Zealand Standard
CALD	Culturally and Linguistically Diverse
CAT	Central Area Transit
CBD	Central Business District
CC	Coordination Centre
CCTV	Closed Circuit Television
CWIS	Community Warning and Information System
DEC	District Emergency Coordinator
DEMC	District Emergency Management Committee
DETA	Designated Emergency Transit Area
DCP	Department for Child Protection
DPC	Department of the Premier and Cabinet
FESA	Fire & Emergency Services Authority
HMA	Hazard Management Agency
MOP	Management of People
MRWA	Main Roads Western Australia
NRIS	National Registration and Inquiry System
PCMEMA	Perth CBD Major Emergency Management Plan
POC	Police Operations Centre
PTA	Public Transport Authority
SECG	State Emergency Coordination Group
SEMC	State Emergency Management Committee
SEWS	Standard Emergency Warning Signal
SJA	St John Ambulance
SMS	Short Messaging System
TEWT	Tactical Exercise Without Troops
TOC	Traffic Operations Centre
TV	Television
WA	Western Australia
WAPOL	Western Australia Police
WESTPLAN	State Emergency Management Plan

Part 1: Introduction

1.1 Aim

To detail the special arrangements for the control and co-ordination of the movement of people within the defined Perth CBD in the event of a major incident identified in the risk schedule.

The **objectives** of this plan are:

- To provide a management framework.
- To prescribe roles and responsibilities.
- To develop preparedness, response and recovery strategies.
- To develop public awareness strategies.

Elements of this plan may be implemented for other major disruption events in the Perth CBD. It is a recommendation to Hazard Management Agencies (HMA), but the final decision on the implementation of aspects of this plan rests with the HMA.

1.2 Scope

The Perth CBD Major Emergency Management Arrangements (Movement of People Plan) is applicable to the area bound by the Swan River in the south, Roe St in the North, Irwin St in the east and Mitchell Freeway in the west. The area includes the Roe St road reserve, but not any properties on the north side of Roe St.

This plan is applicable between the hours of 0600 and 1900 from Monday to Friday, excluding public holidays and planned events, to cater for the peak times of traffic. Planned events organisers are required to develop risk management plans for their events.

Other facilities near to, but outside of, the defined CBD area may be affected by an event that causes the activation of the PCMEMA Management of People plan. Those facilities should activate their own emergency management plans as a result of such an event, but may be incorporated into the PCMEMA plan as appropriate.

DETAs may be outside of the described area of scope.

1.3 Management of People Definition

Management of people for major emergencies in the Perth CBD means the orderly control of large volumes of pedestrian and vehicle traffic in, around and out of the Perth CBD when an event occurs that has caused, or has the potential to cause, grid lock or the need to shelter a major portion of the occupants.

When managing large volumes of people in the Perth CBD, access for emergency vehicles and travel routes for mass transport vehicles must be maintained.

For the purpose of this plan, the use of the term 'evacuation' should also be interpreted as alternate evacuation strategies, such as 'shelter-in-place'.

1.4 Related Documents

Emergency Management Act 2005

Terrorism (Extraordinary Powers) Act 2005

State Emergency Management Policy No. 1.1

SEMC Policy Statement No. 5 – Evacuation

City of Perth/Botanical Gardens Local Emergency Management Arrangements

Main Roads WA traffic contingency plans

Public Transport Authority transport contingency plans

1.5 Authority to plan

Section 41(1) of the *Emergency Management Act 2005* provides authority for the City of Perth to ensure that local emergency management arrangements are prepared for its local government district.

Section 32(1) of the *Emergency Management Act 2005* provides authority for the Central Metropolitan District Emergency Management Committee to assist in the establishment and maintenance of effective emergency management arrangements for its district.

1.6 Plan Responsibility

City of Perth has the responsibility for the maintenance of this plan with support from the Central Metropolitan District Emergency Management Committee.

1.7 Advisory Groups

The Central Metropolitan DEMC has established a PCMEMA Steering Committee comprised of representatives from WAPOL, FESA, PTA, MRWA, DPC and the City of Perth. The Steering Committee oversees and provides direction and guidance for the PCMEMA Working Group on behalf of the DEMC.

The Central Metropolitan DEMC has established a PCMEMA Working Group comprised of representatives from WAPOL, FESA, PTA, DCD, MRWA and the City of Perth. The working group develops the Management of People Plan, being one in a series of proposed plans called the Perth CBD Emergency Management Arrangements.

The Steering Committee and Working Group composition may change at a later date with inclusion of representatives from other government agencies and non-government organisations to assist with the refining of the plan as the city grows and boundaries are redefined.

The PCMEMA Working Group conducted a risk assessment to determine the need for Perth Metropolitan Central Business District Emergency Management Arrangements. A qualitative approach, using AS/NZS 4360:2004, was used to evaluate the need for the arrangements.

1.8 Review Period

This plan should be reviewed annually or after activation of this plan.

Responsibility for review of this plan lies with the City of Perth with assistance from the Central Metropolitan DEMC.

The plan must be tested annually by an exercise method as agreed by the working group or as directed by the State Emergency Management Committee. Actual implementation of this plan shall be considered as testing the plan.

1.9 Organisational Roles and Responsibilities

Hazard Management Agencies

Role

To activate this plan in consultation with the Local Emergency Coordinator and in accordance with State emergency management policies.

Responsibilities

- Nominate the appropriate officers within their agencies to activate this plan.
- Incorporate, where appropriate, references to this plan into local, district and State hazard plans and identify trigger points for its activation.
- Comply with the State emergency management policy on evacuation when making the decision to activate this plan.
- Liaise with the Local Emergency Coordinator when it is identified that this plan may, or will, be activated.
- Assist the WA Police to manage vehicle and pedestrian traffic where possible.
- Provide a Liaison Officer to the PCMEMA CC if required.

FESA Emergency Management Services

Role

To provide advice on the *Emergency Management Act 2005* and the State emergency management policies.

Responsibilities

- Provide to the steering committee and the working group a representative from the Emergency Management Services Division.
- Advise on evacuation planning procedures.
- Advise on, and ensure compliance with, the State emergency management policy regarding evacuation.

- Perform other duties as agreed with the Chairman of the PCMEMA Working Group.
- Provide a Liaison Officer to the PCMEMA CC if required.

Public Transport Authority

Role

Provide public passenger transport services for the evacuation of the Perth CBD.

Responsibilities

- Provide appropriate personnel to coordinate public transport services for the evacuation of the Perth CBD as required by the Hazard Management Agency.
- Provide a central point of contact for appropriate personnel to coordinate public passenger transport services for the evacuation of the Perth CBD as required by the Hazard Management Agency.
- Provide information on the public passenger transport services being provided for the evacuation of the Perth CBD through the Transperth internet site.
- Provide crowd control at bus and railway stations.
- Provide a Liaison Officer to the PCMEMA CC.

Western Australia Police (WAPOL)

Roles

To activate this plan at the request of the HMA and/or causal agency in consultation with the Local Emergency Coordinator and in accordance with State emergency management policies for emergencies requiring large scale evacuation or shelter-in-place strategies and to continue law and order

Responsibilities

- Coordinate the development and maintenance of this plan in partnership with the City of Perth.
- Manage the activities of the PCMEMA CC.
- Coordinate, manage and execute this plan under the direction of the designated Hazard Management Agency (HMA).
- Provide a spokesperson and coordinate all public information relating to the activation of this plan in consultation with the designated HMA.
- Keep the Police Operations Centre (POC) Duty Inspector advised of the activation of this plan and any post-activation developments.

- Notify the District Emergency Coordinator (DEC) of the activation of this plan and post-activation developments.
- The DEC will notify and ensure the WAPOL SECG representative is informed of any developments post-activation of this plan.
- Manage the overall control at each DETA.
- Assist PTA in crowd control at bus and railway stations.
- Coordinate all strategies post-activation of this plan in consultation with the designated HMA including shelter-in-place, evacuation and return strategies.

City of Perth

Roles

To ensure that this plan is developed, maintained and tested and to assist WAPOL with resources as detailed in this plan.

Responsibilities

- Assist the Hazard Management Agency with development of appropriate traffic management plans.
- Provision of manpower to assist with site and traffic management issues as required.
- Provision of live Closed Circuit Television (CCTV) link as required.
- Provision of recorded CCTV footage as required.
- Provision of vehicles and plant to the Hazard Management Agency.
- Provision of manpower resources to assist with clearing roads and road verges.
- Assistance, within City of Perth resources, to evacuate aged, disabled and disadvantaged.
- Provision of facilities and information e.g. maps to assist in the control of the evacuation.
- Provide a Liaison Officer to the PCMEMA CC.
- Provide general assistance to WAPOL at the DETAs.
- Maintain contact list for building managers and carpark managers in the defined CBD area.

Department for Child Protection

Roles

Coordinate the provision of welfare services as detailed in Westplan - Welfare.

Responsibilities

- Coordinate other Welfare Agencies.
- During an incident determine the number and location of Welfare centres to be opened in consultation with the HMA and consideration of available departmental resources.
- Determine a register of potential Welfare centres in consultation with the Local Emergency Management Committee.
- Staffing of Welfare centres.
- Responsible for the registration of evacuees.
- In liaison with the HMA assist with the management of Welfare Centres
- Care for unaccompanied children at the DETAs and Welfare Centres.
- Participate in emergency recovery arrangements.
- Provide a Liaison Officer to the PCMEMA CC.
- Provide welfare support staff at the DETAs.
- Manage the National Registration & Inquiry System (NRIS) at welfare and inquiry centres.

Lifelines Agencies

Roles

To assist in the continuity of facilities and systems that provide basic life support services such as water, energy, sanitation, communications and transportation.

Responsibilities

- Assist in the establishment and maintenance of emergency lifelines services essential for evacuation and shelter-in-place strategies.
- Provide lifelines services coordinators to the PCMEMA CC, as required.

Main Roads WA

Role

Provide assistance through the provision of technical traffic management including monitoring, planning, operation of traffic lights, variable message signs and CCTV, advice and support.

Responsibilities

- Have the Traffic Operation Centre (TOC) available as the Incident Management Centre with the appropriate resources available so that

the agency representatives managing the incident are capable of communicating effectively with their appropriate agency.

- Implement the appropriate traffic management plans with the assistance of WAPOL, City of Perth and MRWA traffic management contractor.
- Assist with the traffic management of vehicles exiting, entering and around the incident area via traffic signalised intersections.
- Monitor the traffic network exiting, entering and around the incident area at TOC via the MRWA CCTV camera network.
- Provide necessary traffic reports to the Incident Management Team and liaise with the media.
- Provide an 'On-Scene Controller', where appropriate.
- Provide advice on traffic management plan for the movement of emergency vehicles into and around the CBD during and event.

Department of Education and Training

Role

To assist in the caring arrangements for children at school whose primary carers are detained as a result of an emergency in the Perth CBD.

Responsibilities

- Initiate alternate carer contact arrangement, when possible, when primary carers are detained in the Perth CBD during an emergency.
- Care for those children whose primary carers are detained in the Perth CBD during an emergency.

Child Care Facility Owners and Managers

Role

To assist in the caring arrangements for children whose primary carers are detained as a result of an emergency in the Perth CBD and to manage an evacuation of their facility, if needed.

Responsibilities

- Initiate alternate carer contact arrangement when possible, when primary carers are detained in the Perth CBD during an emergency.
- Care for those children whose carers are detained in the Perth CBD during an emergency.
- Have staff or the capacity and pre-arrangements in place to co-opt assistance for the evacuation of the centre and the management and safe care of children in care of the centre for at least 4 hours

without external resource assistance. This capability is to include the movement of children and staff to a pre-determined location at a Perth CBD DETA.

- Have systems which educate parents on their responsibilities in an evacuation and how their children will be managed and cared for in such an event.
- At least annually, undertake a complete evacuation of the centre to the normal emergency plan assembly area. This evacuation should be monitored by an independent assessor.

Building Owners and Managers

Role

To manage building occupants in the event of an emergency in the Perth CBD.

Responsibilities

- Maintain an Emergency Evacuation Plan that should include provisions of the PCMEMA Management of People Plan.
- All Emergency Evacuation Plans should contain details of the most relevant Perth CBD DETA for a building. All wardens trained under the building evacuation plan should be aware of the Perth CBD DETAs, routes to the site and how to liaise with the building occupants at the site.
- All Emergency Evacuation Plans should contain detail of how the information regarding an evacuation will be disseminated from the Chief Warden to occupants of the building.
- Provide Marshalling Wardens at the DETAs for their building occupants.

1.10 Designated Emergency Transit Areas

A Designated Emergency Transit Area (DETA) is an area to which occupants, being building occupants and pedestrians, in designated evacuation zones within the defined Perth CBD are to move at the direction of the Evacuation Manager for temporary staging in preparation to be transported to a place of safety or welfare centre out of the CBD. DETAs are not welfare centres and are not to be considered long-term evacuation sites. As such, the normal considerations for welfare centres are not necessary for these areas. They are temporary staging areas in preparation for transport to a welfare centre or other safe place of refuge. The duration of a stay at a DETA is not expected to be more than 5 hours.

Note: People with serious injuries requiring urgent medical treatment should be taken to a Casualty Clearing Post established by the WA Ambulance Service rather than to a DETA.

People evacuated to a DETA will be requested to:

- Remain in position until further information is available;
- Make their way to other parts of the city and delay their journey home;
- Make their way to specific transport terminals for movement out of the city;
- Identify themselves if they have specific needs;
- Move to an evacuation centre; or
- Combinations of the above.

A DETA should be selected on the following criteria:

- (i) Remote from other DETAs with separation of at least 1000 metres.
- (ii) Located at extremities of the defined Central Business District for ease of access by mass transport systems.
- (iii) Accessible by either buses or trains.
- (iv) Have the potential for the provision of shelter from adverse weather conditions if necessary.
- (v) Not more than 1000 metres from the perimeter of a designated evacuation zone if possible.

Designated Emergency Transit Areas (DETA)

The information in relation to the locations of DETA's is classified as "Security in Confidence" and is not available to the general public. Should an emergency occur in the City and this plan activated either a Police or City Officer will direct people to the most appropriate DETA.

DETA Management System

DETAs are managed by WAPOL with assistance from security agents, City of Perth and building warden system Marshalling Wardens.

Provisions to be considered for DETAs

As some people may be required to remain at DETAs for up to 5 hours, the following provisions should be considered for each DETA:

- Bottled water
- Toilets
- First aid posts
- Lighting

Part 2: Preparedness

2.1 Training and Exercising

Key stakeholders should exercise this plan annually to test all practical components.

Training and exercises can be achieved by a number of exercise types:

- Discussion exercises
- Field exercises
- Tactical exercise without troops (TEWT)

The plan should be reviewed for improvements following each annual exercise.

The use of appropriate traffic modeling software may provide a useful tool for testing and exercising this plan without the need to conduct a full field exercise.

2.2 Community Awareness

The aim of a community awareness campaign is to educate the identified stakeholders of their roles in the PCMEMA Management of People Plan.

Stakeholders requiring an awareness of this plan and the type of information that they require are identified in the Community Awareness Matrix in Appendix 1.

Community awareness of the PCMEMA Management of People Plan will be achieved through the following media:

- Target group seminars
- Target group training
- Awareness kits
- Websites
- Mass media outlets

2.3 Local and District Hazard Emergency Management Plans

HMA's, Support Organisations and Lifelines Organisations should recognise this plan when developing local emergency plans for the Perth CBD.

The City of Perth emergency management arrangements and the Central Metropolitan emergency management district arrangements should recognise this plan.

Part 3: Operation of Plan

3.1 Plan Activation Procedures

3.1.1 Decision

The HMA will make the decision to evacuate or to shelter-in-place. In some cases, the decision may be to evacuate portions of the area while sheltering others in place.

The decision to evacuate will be assisted by the availability of timely and relevant information. If the decision is made too early and the hazard recedes, the evacuated community may have been exposed to the unnecessary risk, inconvenience and cost. If the decision is made too late, the affected community may be forced to either evacuate under high risk conditions or to shelter in place and accept the effects of the hazard impact.

While the nature of the hazard impact will be a primary consideration, an effective evacuation plan supported by a current public education program will facilitate decision making. Due to the complex nature of an evacuation operation it must not be regarded as a secondary reaction to other risk management strategies. The evacuation should be treated as a discrete response operation.

Emergency Management Australia indicates that there are two types of Evacuations, they are:

- Immediate Evacuation
- Pre-warned Evacuation

Immediate Evacuation – an evacuation resulting from hazard impact, that forces immediate action, thereby allowing little or no warning and limited preparation time. Hazardous material accidents/incidents, air crash, structure fire or earthquake are examples of events that may require immediate action.

Pre-warned Evacuation - an evacuation resulting from an event that provides adequate warning and does not unduly limit preparation time. Examples of this type of events may include flood, cyclone and storm surge.

Alternative to Evacuation – there will be occasions when it may be assessed that people would be safer to stay and shelter in place. Depending on the nature of the hazard, measures such as closing windows, isolation of air conditioning systems, listening to the radio and/or TV and viewing internet emergency information sites to receive information can be taken to reduce vulnerability. Persons confined to buildings should establish communications with designated building wardens for instructions and information.

Authority To Evacuate

Immediate Evacuation

FESA: Incident Manager, in consultation with District Manager
WAPOL: Incident Manager, in consultation with POC Duty Inspector

Pre-warned Evacuation

FESA: Regional Director or above
WAPOL: District Superintendent or above

3.1.2 Warning

The Central Business District of Perth presents some unique issues with regards to issuing a warning to the occupants of the City. For example:

- Large numbers of visitors
- More than 1000 premises
- Potentially tens of thousands of motor vehicles parked or in transit
- Communications with building occupants
- Communications with pedestrians/drivers

In the event of an event requiring the management of large numbers of people, and potentially large volumes of traffic, consideration should be given to locking down car parks in the CBD to prevent additional traffic volumes entering the road network. In such a case, arrangements will be made with car park owners to lock all public and private car parks.

The following systems are available to warn people of the possible need to evacuate or to remain in place.

- Community Warning and Information System (CWIS)
- Telephone/SMS/pager/facsimile systems
- Internet emergency alerts systems
- Building warden system
- Variable message signs
- Public transport radio systems
- Tunnel Broadcast System
- Electronic broadcast systems (radio/TV)
- Police vehicle PA systems
- Standard Emergency Warning Signal (SEWS)
- Door knocking

A Community Warning and Information System is a warning system being developed by emergency service agencies that will incorporate many of the above systems into a single messaging system.

Warnings should be clear, unambiguous, be issued by a known and credible authority, contain a contact point for confirmation, and include a feedback mechanism. The WA Police are authorised to implement warnings for the evacuation, or shelter in place, of people in the Perth CBD, under the direction of the HMA or in consultation with the Casual Agency.

The warning must be in a clear and simple language. Avoid using ambiguity, jargon and abbreviations.

The warning message should be prepared by the HMA in conjunction with the police and available specialist advice. Information should include:

- The issuing authority
- The date and time of issue
- An accurate description of the hazard
- The area that is likely to be affected immediately by the hazard and any areas that may be affected in the longer term.
- The advice to those receiving the warning including-
 - Evacuating or shelter in place;
 - Risk minimisation;
 - What to bring eg medication;
 - Listening to a nominated radio station, watching a nominated TV channel or an emergency alert internet page for further advice;
 - Securing of premises and personal effects;
 - Evacuation routes;
 - Designated Emergency Transit Areas (DETA);
 - Assistance available (Transport, medical, relief centres, counselling);
 - Referring to 'what to do in an emergency' guide;
 - Not using the telephone unless absolutely necessary;
 - Safeguarding domestic pets and other animals; and
 - Translation services available.
- What is to be done to control the hazard; and
- The time the next warning is to be issued, or advice that no further warnings will be issued.

3.1.3 Withdrawal or Shelter-in-Place

If the decision is made to shelter-in-place, building occupants should be advised of the steps they should take. Actions may include, but not be limited to:

- turn off fresh air intakes and close windows and doors
- use bottled drinking water only
- account for and register all occupants in building
- use land telephone lines instead of mobile telephones
- be prepared for an extended duration of shelter
- initiate alternate child care arrangements, if necessary

In the event of an evacuation, the management of withdrawal shall be the responsibility of the WA Police. However, WAPOL should gain assistance from the other support agencies to affect an incident free withdrawal.

If there is a decision to evacuate, or a self evacuation commences, the PCMEMA Management of People Plan shall be implemented.

The withdrawal stage for the Perth CBD is based on the following philosophy.

- Building to Assembly Area (covered by building evacuation plan)
- Assembly Area to DETA (based on building location)
- Perth CBD DETA to Transport Terminal (not necessarily directly to normal terminal).

The Perth CBD DETA's are shown on the map in Attachment 2.

Control and coordination - The decision making process for implementation of the Management of People Plan is represented diagrammatically at Appendix 2.

Evacuation priorities

- Determine area to be evacuated.
- Activate dignitary protection protocols, if necessary, through POC.
- Identify and activate appropriate DETAs.
- Withdraw people that are closest to impacted area, then stage withdrawal outward from impacted area.
- Identify special needs groups, including
 - elderly
 - pregnant women
 - children

Evacuation considerations

- Consider animal welfare requirements.
- Determine the need for, and activate, welfare plans.

Registration

People will not be registered at the DETAs. Registration will occur at Welfare Centres, as per WESTPLAN – REGISTRATION AND INQUIRY, as required.

Security of the evacuated area

WAPOL will manage the security of the perimeter of the evacuated area in conjunction with other organisations.

Withdrawal control point

Control of withdrawal will be at the PCMEMA CC.

3.2 Operation/Coordination Centres

3.2.1 PCMEMA Coordination Centre

In the event of an incident being identified under the hazard risk assessment the recommended PCMEMA Coordination Centre (PCMEMA CC) has been identified as the Traffic Operations Centre (TOC) situated at Main Roads WA at 18 Newcastle St, East Perth. Identified agencies should provide a liaison officer to the PCMEMA CC.

Alternative coordination centre sites have been identified as:

- Botanical Gardens and Parks Authority Administration Centre, Frazer Ave, West Perth (Kings Park)

PCMEMA CC Liaison Officers

WA Police (manage PCMEMA CC)

Department for Child Protection (DCP)

City of Perth

PTA

MRWA

FESA (if specialist advice required)

HMA, if required

Causal agency, if required

Other agencies co-opted as required

3.2.2 Strategic Command Post

In the event of an incident being identified under the hazard risk assessment the recommended Strategic Command post has been identified as the Police Operations Centre (POC) situated on Clayton Road, Midland. All agencies should provide a liaison officer to the POC.

3.3 Media and Public Information Management

3.3.1 Media

The media liaison point is recommended to be at the Botanical Gardens and Parks Authority War Memorial on Frazer Ave, West Perth (Kings Park). Alternative site: Water Corporation Administration Centre, Frazer Ave, West Perth (Kings Park).

Agencies will provide a Media Liaison Officer to this point.

Media Liaison Officers will establish communications with the PCMEMA CC. All media releases from the PCMEMA CC are to be forwarded to the Incident Management Centre.

3.3.2 Public Information Management

The HMA, or the WAPOL in the event of a non-hazard situation, with support from relevant agencies will provide up to date information for the media and public on the situation. A variety of media can be used to disseminate public information, such as:

Radio and TV stations

Emergency services Internet sites

CWIS

3.4 Activation of other plans in support of this plan

Other plans that may be activated in support of this plan are:

City of Perth Botanical Gardens Emergency Management Arrangements

Main Roads Western Australia Traffic Management Plan

Public Transport Authority plan

WESTPLAN – HEALTH

WESTPLAN - WELFARE

Other local government emergency management arrangements

3.5 Resources

Resources likely to be required in order to conduct an evacuation of the Perth CBD, and the organisation responsible for the provision of those resources, are:

Resource	Organisation
Building and carpark emergency contacts database	City of Perth
Buses/Trains	Public Transport Authority
Community Warning and Information System (CWIS)	WA Police
DETs	City of Perth
DETA marshals	City of Perth
DETA Security/Management	WA Police City of Perth
DETA temporary bus stop signage and management	Public Transport Authority
First Aid posts at DETs	Department of Health/St John Ambulance
Identification apparel	Each agency as required
Internet Emergency Alerts Page	Fire and Emergency Services Authority
PCMEMA CC	Main Roads WA
Media Liaison Point	Botanical Gardens and Parks Authority
Traffic alerts information	Main Roads WA
Traffic barricades	City of Perth Other local governments Main Roads WA
Telecommunications	Each agency
Variable message signs	Main Roads WA City of Perth
Welfare centres/temporary accommodation	Department for Community Development City of Perth

3.6 Traffic Management

3.6.1 Road Traffic

Consideration should be given to obtaining traffic reports via the TOC using its CCTV camera coverage and field resources and, where possible, via the PTA and City of Perth CCTV camera coverage. The TOC may also obtain traffic reports from other sources, if available, such as commercial radio stations, for aerial views, during peak hour traffic times and will be the single point of contact for traffic reports for all emergency response agencies.

If necessary, in accordance with the *Emergency Management Act 2005*, WAPOL may instruct all public and private carpark facilities to be closed and that no vehicles may be removed from those carparks until such time that the HMA determines that it is safe and convenient to do so.

In the event of a non-hazard event, WAPOL, in consultation with the City of Perth, may restrict vehicle movement in designated area of the CBD. Traffic may be prohibited from entering the defined Perth CBD. This will be achieved by the activation of various traffic management plans, ie. MRWA, City of Perth plans. **The information in relation to Road Traffic Management is classified as “Security in Confidence” and is not available to the general public.**

3.6.2 Pedestrian Traffic

Pedestrian traffic will be directed to the appropriate DETA in relation to the Control Zone in which they are.

The evacuation of buildings should occur in stages with those most at risk being evacuated first. The selected alert system for evacuation should be able to perform this staged notification for withdrawal.

The HMA may decide that the best option is to shelter-in-place for certain areas of the defined CBD area. In such cases, the alert system should be able to notify contact officer in those buildings of the arrangements. The contact officer will then advise building occupants.

3.6.3 Rail Traffic

Consideration should be given to stopping rail traffic into the Perth and Esplanade Train Stations when this plan is activated. Those train stations shall be evacuated by PTA. Trains en route into the City shall be returned outward bound flow. Those trains will then be available to return to train stations outside the defined Perth CBD area to transport other passengers away from the City.

Emergency service personnel may use the train system to be transported into the CBD. It is likely that these services will terminate one station out of the Perth or Esplanade Train Stations. PTA will provide security at designated train stations to evacuate those train stations and maintain access for emergency service personnel, with

small amounts of hand cartable equipment, with appropriate identification. Emergency service personnel granted permission to use the train system for transport into the CBD include:

- Fire fighters
- Police officers
- Ambulance officers
- Red Cross staff
- DCP staff
- State Emergency Services officers
- Local government officers
- Royal Perth Hospital Staff

Other people may be granted access to incoming trains at the discretion of the HMA. Such permission shall be communicated to the security staff at the train access points.

3.6.4 Water Traffic

Consideration should be given to stopping water traffic entering into the Perth Waters between the Narrows Bridge and Heirisson Island when this plan is activated. Should this occur, the Transperth and other Ferry services shall be stopped and occupants of craft in the waters shall be directed to an alternative mooring site. The POC will advise the Marine Operations Centre of the requirement to restrict water traffic movement in the Perth Waters.

3.6.5 Air Traffic

Consideration should be given to restricting air traffic entering into the air space above the defined Perth CBD area. Should this occur, Air Traffic Control at Perth Airport shall be requested to divert all air traffic.

3.6.6 Emergency Services Traffic

The movement of emergency vehicles into and out of the Perth CBD will depend on traffic conditions at the time of the event.

Some routes of travel into and out of the CBD will be cleared for exclusive use of emergency vehicles. These routes include:

- from the east, the Causeway bus lanes and the westbound carriageway
- from the north, counter-flow on William St from Bulwer St into the City

- from the west, eastbound lanes of Stirling Hwy

Access and egress routes for DETA transport buses will be as per the Public Transport Authority's traffic plan with consideration of traffic condition advice from the TOC. DETA transport buses may use the emergency services exclusive routes.

3.7 Public Transport

- 3.7.1 In the event of a '*state of emergency*' or '*emergency situation*' being declared in accordance with the *Emergency Management Act 2005*, the Public Transport Authority will provide those rail, bus and ferry services as requested by the Hazard Management Agency (HMA).
- 3.7.2 The PTA will close and evacuate those conveyances and facilities as directed by the HMA. Where safe to do so, Perth Railway Station should remain open or be reopened as soon as practicable due to its proximity to the CBD and its ability to efficiently move large numbers of people.
- 3.7.3 Rail, bus and ferry services inbound to the CBD will only be available to authorised personnel with small amounts of hand cartable equipment at specified locations.
- 3.7.4 Authorised personnel include:
- 3.7.4.1 Fire fighters.
 - 3.7.4.2 Police officers.
 - 3.7.4.3 Ambulance officers.
 - 3.7.4.4 Red Cross staff.
 - 3.7.4.5 DCP staff.
 - 3.7.4.6 State Emergency Services officers.
 - 3.7.4.7 PTA staff.
 - 3.7.4.8 Local government officers.
 - 3.7.4.9 Royal Perth Hospital Staff.
- 3.7.5 Authorised personnel must provide appropriate identification to board PTA services.
- 3.7.6 The HMA may authorise other personnel to board PTA services inbound to the CBD as required. Such authorisations must be communicated to the PTA Shift Commander who in turn will advise:
- 3.7.6.1 PTA security personnel;
 - 3.7.6.2 Bus contractors; and
 - 3.7.6.3 ferry operator.
- 3.7.7 Rail Services**
- 3.7.7.1 Where Perth Railway Station and the surrounding area is not available for rail services, the PTA shall provide those rail services in accordance with Section 10.1 of the PTA Emergency Management Manual as shown at **Table 1**.

Table 1.

3.7.7.2 Authorised personnel may board rail services inbound to the CBD at:

- a. **Clarkson.**
- b. Whitfords.
- c. **Fremantle.**
- d. Claremont.
- e. **Midland.**
- f. Bayswater.
- g. **Armadale.**
- h. Cannington.
- i. **Mandurah.**
- j. Rockingham.

Line	Train Services Not Available	Train Services Available
Midland	Perth - Claisebrook	Claisebrook - Midland
Armadale	Perth - Claisebrook	Claisebrook - Armadale
	Cannington - Thornlie	
Clarkson	Perth - Leederville	Leederville –Clarkson
Fremantle	Perth - West Leederville	West Leederville - Fremantle
Mandurah	Perth – Cockburn Central	Cockburn Central - Mandurah

3.7.8 Bus Services

3.7.8.1 The Public Transport Authority will provide approximately 300 buses to transport people from specific Designated Emergency Transit Areas (DETA) to the following destinations:

- a. Stirling*
- b. Morley*
- c. Bayswater*
- d. Oats Street*
- e. South Street*
- f. Rockingham
- g. Mandurah

- h. Booragoon
- i. Claremont*
- j. Fremantle*

* Circle route with connecting services.

3.7.8.2 Authorised personnel may board bus services inbound to the CBD at:

- a. Stirling*
- b. Morley*
- c. Bayswater*
- d. Oats Street*
- e. South Street*
- f. Rockingham
- g. Mandurah
- h. Booragoon
- i. Claremont*
- j. Fremantle*

3.7.8.3 Buses will not stop for public passengers on return to the CBD.

3.7.8.4 **The information in relation to Bus Routes is classified as “Security in Confidence” and is not available to the general public.**

3.7.8.5 CAT services will be used within the CBD to transport people with special needs to DETAs.

3.7.9 Ferry Services

3.7.9.1 The Public Transport Authority will provide ferry services between Barrack Street Jetty in Perth to Mends Street Jetty in South Perth.

3.7.9.2 Authorised personnel may board ferry services inbound to the CBD at:

- a. Mends Street Jetty in South Perth

3.8 Special Needs Groups

Evacuees with special needs will be asked to remain in place, if safe, until they can be moved by Central Area Transit Buses. If the decision is made to shelter-in-place, building occupants will be advised of the steps they should take by the building managers.

Special needs groups may include:

- High Schools Students
- Primary Schools Students
- Child care centre clients (parents and children)

- Culturally and Linguistically Diverse (CALD) persons
- Tourists
- Sensory Impaired Persons
- Physically Impaired Persons
- Mentally Impaired Persons
- Aged
- Pregnant women
- Parents/guardians with young children
- Residents with specific medical needs (health care, dialysis etc)

3.9 Financial Arrangements for operations

All agencies are responsible for the costs associated with their activities upon activation of this plan. Costs incurred may be recouped from State revenue in the event of the declaration of a natural disaster for the event. Agencies are responsible for accounting for extra costs associated with the emergency.

3.10 Stand Down and Debriefs

The HMA, or the WAPOL in the case of a non-hazard event, shall determine, in consultation with the PCMEMA Coordinator, when the PCMEMA CC will be stood down. The PCMEMA Coordinator shall manage the stand down of the PCMEMA CC.

The PCMEMA Coordinator shall conduct a debrief of personnel at the PCMEMA CC.

Part 4: Recovery

City of Perth is responsible for managing recovery for the CBD. Other organisations will assist in recovery activities and determining priority action.

This section deals specifically with the return phase of evacuation.

4.1 Return of People to the Affected Area

People will need to be notified of the ability to return to the CBD, or the affected area, as soon as is practical after the conclusion of the event. The City of Perth will be advised by the HMA, or Causal Agency, when it is safe for people to return to the affected area to collect vehicles and other personal items.

4.2 Communication of Return

Radio, TV and print media will be used to notify people of the suitability to return to the affected area.

Public personalities may be used to announce return strategies.

If personal belongings, such as vehicles are not claimed within a reasonable time, as determined by circumstances, all reasonable efforts will be made to contact the registered owners.

4.3 Post-operations Analysis/Major Incident Review

The PCMEMA Coordinator shall provide input into the Post Incident Analysis/Major Incident Review for the event, based on information received at the debrief.

