# April 4, 2019 Electricity Outage – St. George Campus

# Situation

* Electricity supply from the local municipal electricity distribution company (Toronto Hydro) was lost to the University of Toronto St. George Campus on April 4, 2019, at 19:00 hours.
  + According to reports from Toronto Hydro, the power outage affected downtown Toronto between Davenport Road to the Gardiner Expressway, and from Ossington Street East to Church Street.
* Reports of no electricity came in to the Facilities & Services group from several buildings on St. George Campus.
  + Campus Police was contacted.
  + Property Managers were contacted.
  + People on campus did not initially realize that it was not a building specific issue, but a city supply issue.
* Regardless of the cause of the outage, certain actions needed to be taken by several Operations groups to respond to a variety of situations:
  + to ensure the campus was safe
  + to initiate business continuity and business resumption efforts
* Elevator entrapments reports as resolved by 20:26 hours.
* Electricity was restored to most buildings at 20:58 hours.
* Electricity restoration was fully confirmed internally the next day by 06:10 hours.

## Impact and Affects

* Work continued into April 5 by several groups to reset fire alarms/panels, check diesel powered electricity generators, adjust heating systems, patrolling building interiors, checking door security fob access systems, supervisory/trouble alarms on various types of building and client laboratory equipment.

# After Action Review:

## What Went Well

* Campus Police Call Centre ‘Notice of Disruption’ emails facilitated communication between Property Management and clients.
* Some Property Managers came to campus and walked buildings.
  + Walked buildings again the following day.

## Opportunities

* One laboratory was believed to be supplied by emergency power but discovered that not all equipment was connected.
* Since phone numbers are not available in the university contact information within the email system, many people in Operations did not have easy access to colleague’s mobile phone numbers.
  + After the event, reminders were sent to have people create contacts within their email address book and manually input phone numbers.
  + Department (Paper) phone lists were updated and shared.
  + Staff encouraged to carry a paper copy of phone lists or ensuring they have an electronic copy saved somewhere it is easily accessible.
* Not all Client Building Emergency Contact lists were current.
  + After the event, the Property Management group undertook a review and discussed the best practice to check and update the lists each term (in September, January and May)
  + To potentially include Faculty Department Heads, Directors, Business Managers, Facility Managers
  + Mobile and home numbers
  + Within a building there are critical areas such as a Level 3 lab that need to also be on the contact list.