

3.1.3.1 System Access



YOUR ORGANIZATION
STANDARD OPERATING PROCEDURES/GUIDELINES

TITLE: System Access

SECTION/TOPIC: Communications

NUMBER: 3.1.3.1

ISSUE DATE:

REVISED DATE:

PREPARED BY:

APPROVED BY:

X

Preparer

X

Approver

These SOPs/SOGs are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

CFR

NFPA

NIMS

2.0 PURPOSE

This standard operating procedure/guideline addresses activities that provide the community access to the emergency response system, including call receipt, call routing, call processing, and instructions given over the telephone to callers.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 PROCEDURES/GUIDELINES & INFORMATION

5.1 Activities that provide the Community access to the Emergency Response System:

I. Organization and Responsibilities

A. Responsibilities

1. Special facilities such as schools, hospitals, nursing homes, and places of public assembly will be notified of emergency situations by telephone.
2. The handicapped, elderly, and non-English speaking persons would be notified through radio and television broadcasts and by door to door or block to block warning using public address systems on emergency vehicles. All broadcasts will be given in English and repeated in Spanish utilizing bilingual personnel.
3. Where possible, the “crawl” message on the television screen will be used in warning the hearing impaired. Radio and television broadcasts will ask those persons knowing persons who are hearing impaired to make individual contact.
4. Emergency communications capabilities have been established and will be maintained at all times. This will include the manning of communications centers on a twenty four hour basis, periodically test and exercise the system.
5. Telephone rosters, pagers, and two-way radio communications will be used to notify emergency response agencies and key officials in emergency situations.
6. The National Warning Center may disseminate information regarding peace time disasters, but their main purpose is the dissemination of information regarding war related or terrorist situations.
7. APD Communications Commander or his or her designate and/or the AFD Alarm Captain or his or her designate shall be authorized to approve all communication related activities. They will refer to APD SOP and AFD SOG documents. Definitions of warning signals are in compliance with the Homeland Security alert status protocols:
 - a. Activate the public warning system to receive and communicate timely warnings to appropriate officials and to the public concerning actual or potential emergency or disaster conditions.
 - b. Provide & maintain primary communications, county and city wide, and for the EOC on a 24-hour basis using all available public and private communications systems.
 - c. Coordinate communications and warnings radio frequencies.
 - d. Activate public warning systems to include Emergency Alert System (EAS).
 - e. Alert/warn the emergency response agencies and public in neighboring jurisdictions.
 - f. Coordinate secondary warnings, if primary warning systems fail to work.
 - g. Use call down rosters to alert emergency responders or provide situation updates.
 - h. Manage the emergency communications section in the EOC.
 - i. Coordinate warning frequencies and procedures with EOC at higher levels of government and with adjacent communities.
 - j. Supervise EOC personnel (radio, telephone and teletype operators, repair crews, runners, etc.).
 - k. Support media center communications operations as needed.
 - l. Ensure the Emergency PIO provides pertinent warning information to the media for distribution to the public.
 - m. Inform local warning receiving and disseminating agencies that the EOC is activated.

B. Notification, Warning, and Communications Protocols.

1. It is the responsibility of the PIO on scene to disseminate warnings to the general public until a JIC is established.
2. Communications responsibilities have been established in the associated agencies SOP and shall continue in accordance to that protocol.
3. Dissemination of emergency information to county, city and school warning points will be triggered by one of the following circumstances:
4. Threat or occurrence of a natural or manmade disaster.
 - a. Accidental missile launch
 - b. War-related incident.
 - c. Increased alert readiness
 - d. Attack warning
 - e. All clear signal dissemination.

C. Phases of the Warning System

1. The watch phase occurs when notification is received of a potential emergency or disaster. When notification of a watch phase is received by the EOC, the State County Sheriff's Department, the City Police Department, and fire departments will be notified by telephone, pager, or radio.
2. The warning phase is when the incident actually occurs. During the Warning Phase, the Emergency Alerting System (EAS) will be activated and mobile siren units will be dispatched to assigned areas throughout the affected area to warn residents. Local radio and television stations will be called to assist in disseminating watches or warnings.

II. Administration and Logistics

Administrative assistance will be coordinated between Bernalillo County Commission, the county clerk, the Mayor of City, the City Council, and local government officials of incorporated areas. Logistical support will be provided as needed depending on the scope of the emergency and its requirements.

A. Tasks and Functions.

The involved agencies respective administrative officers and managers shall perform all administrative tasks and functions:

1. The Emergency Operations Manager shall maintain the primary contact list and their successors. Each of the first responding Departments shall maintain the call-in list within their agencies. Reference APD's Call out list ; AFD emergency contactlist (Telestaff™) ; and EOC activation plan documents.
2. Adjacent jurisdiction contact lists are established in Mutual Aide Agreements (Automatic Aide) between City and the adjacent agencies and XXXX. XXXX is designated by the State as the primary media outlet.
3. The EOC notification system leverages the EAS system. Refer to XXXX coverage maps for area of notification.

4. System tests are conducted on a weekly basis. Failure logs are maintained in the AFD Alarm room and APD control. Failures are reported to the Radio Communications Section for service.

B. General Support

1. General support requirements are established based on incident.
2. Procurement document are maintained in the individual agencies Fiscal and Purchasing Departments.

C. Plan Development Maintenance and Distribution

1. This annex will be updated and maintained on a regular basis, but at least annually and changes will be distributed as outlined in the Basic Plan.
2. The Emergency Operations Manager shall ensure that all revisions of the communications annex are current and its appendences are updated.
3. The Emergency Operations Manager is responsible for ensuring that implementation instructions are developed.
4. Agency PIOs are responsible for the development and maintenance of agency and the EOP EPI plan.

5.2 Call Receipt:

5.3 Call Routing:

5.4 Call Processing:

5.5 Instructions given over the Telephone to Callers: