

# OFFICE OF THE MANAGING DIRECTOR

ISSUED: JULY 2, 1987  
REVISED: MAY 11, 1992  
REVISED: OCTOBER 25, 1994  
REVISED: OCTOBER 25, 1997

## MANAGING DIRECTOR'S DIRECTIVE NO. 43 EMERGENCY NOTIFICATION PROCEDURES

### EMERGENCY MANAGEMENT AND CONTINGENCY PLANNING

Whereas, the commitment of this administration to the citizens of Philadelphia warrants the continued updating and enhancement of the city's emergency management, notification and response systems and;

Whereas, the updating of the emergency management program will assure the Mayor's and Managing Director's input into and oversight of contingency plans for emergency response, and;

Whereas, the purpose of the update and review will be to ensure the close coordination of municipal services in response to the following:

- Multi-alarm fire with evacuations and disruption of transportation, communications, utilities, water or other basic services.
- Evacuations due to hazardous chemical spills, gas leaks, water main breaks, natural or man-made disasters, or unsafe conditions.
- Any other incident or emergency situation that would require a coordinated response by the municipal operating departments and/or state or federal agencies.

I am designating the Emergency Management Services Director as the individual responsible for coordinating the services of the Office of Emergency Management of the Managing Director's Office with the Incident Commander at the site of the emergency and serving as the MDO liaison to the operating departments of Fire, Police, Licenses and Inspection, Streets, Recreation, Public Property, Health, Human Services, Records, Water Fairmount Park, Prisons, Office of Risk Management, Office of Emergency Shelter and Services, and the Office of Fleet Management. The Emergency Management Services Director (or their designee) will report directly to the Managing Director on all emergency management operations. The Emergency Management Services Director (or their designee) will also ensure the involvement of other agencies and corporate entities external to the municipal government in an emergency in support of the Incident Commander or during other emergency operations.

In addition:

- All departments except Police and Fire will submit a monthly emergency response roster to whichever municipal dispatching group(s) they coordinate with, such as Municipal Radio or Switchboard, F.C.C., Police Radio, Etc. Each department and unit(s) within that department that perform emergency response, will provide clear and timely lists/schedules of those



employees to be called for response during an emergency.

- The Department of Public Property will provide and update a list of all fax numbers, beeper numbers, cellular phone numbers and radio call numbers (and Band) of all Commissioners, Deputy Commissioners and emergency responders for each department and agency utilizing Municipal Radio or Municipal Switchboard. These lists will be forwarded to the Office of Emergency Management every January 1<sup>st</sup> and July 1<sup>st</sup> of each year, more frequently if necessary due to revisions.
- The Managing Director (Emergency Coordinator) will be the permanent duty officer for the City of Philadelphia. During the absence of the Managing Director a Deputy Managing Director will be designated the duty officer and have the authority of the Managing Director in his/her absence. All operating departments, through the Commissioner or designated Deputy, will inform the municipal duty officer of any incident or situation that meets the criteria outlined in this directive.
- In the absence of the Managing Director, the designated Deputy Managing Director (Duty Officer) and the Emergency Management Services Director (OEM) will be the official representatives of the Managing Director in any matter involving the commitment of municipal services support to other municipalities, the state or federal government. This support will be consistent with the terms of any existing mutual aid agreement and with the concurrence of the Commissioner(s) of the involved department(s).

The Managing Director, through the Emergency Management Services Director (OEM), shall be notified of most emergencies in the City of Philadelphia "Response and Notification Procedure" (Appendix 1), as indicated in the chart.

The PRIMARY municipal dispatching group or involved department will notify other Municipal dispatchers as indicated in the "Response and Notification Procedure" chart in a timely manner to enable them to make their secondary notifications to responders. In some instances, the PRIMARY Agency will notify the Managing Director or Emergency Management directly. In other instances, Municipal Radio or Emergency Management will notify the Managing Director directly.

The OEM Duty Officer will notify the Managing Director who will notify the Mayor. The Managing Director will inform the Mayor of the recommended action, for concurrence.

The Office of Emergency Management (OEM) of the Managing Director's Office is responsible for coordinating the provision of support services to victims of emergencies of the type listed in the Response and Notification Procedure, Appendix 1. The MDO Duty Officer will determine the appropriate recommended action necessary to assist in interdepartmental coordination in consultation with the Office of Emergency Management.

A written report of any incident that requires notification to the Managing Director as listed in Appendix 1 is to be submitted to the Managing Director's Office of Emergency Management by the lead agency within 24 hours of the initial response to the incident. The report will include, at a minimum, a summary of the facts of the incident; a description of the roles of all participating City agencies; a preliminary assessment of the City's response; and additional actions needed. The report will also include a statement as to whether the lead agency will conduct an incident review to evaluate further the City's response.



If an incident review is determined necessary, all agencies that responded to the emergency will be convened by the lead agency within three working days of the incident, with a written report submitted to the Managing Director within five working days of the review. Non-City agencies that were involved in the incident should be encouraged to participate. In addition to an assessment of the City's response and recommendations for improved performance, the report will include background information on inspections, violations and citizen complaints in cases where code enforcement issues were involved.

All public information will be reviewed by the Mayor's Press Secretary or the assigned Public Information Officer. The PIO for any emergency situation that involves more than one operating department will be designated by the Managing Director with concurrence from the Mayor's Press Secretary and the Commissioner of the lead agency. The assigned PIO will assist the overall Incident Commander as a liaison officer during the emergency.



JOSEPH C. CERTAINÉ  
Managing Director



OFFICE OF THE MANAGING DIRECTOR

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**Whereas**, the commitment of this administration to the citizens of Philadelphia warrants the continued updating and enhancement of the city's emergency management, notification and response systems **and**;

**Whereas**, the updating of the emergency management program will assure the Mayor's and Managing Director's input into and oversight of contingency plans for emergency response, **and**;

**Whereas**, the purpose of the update and review will be to ensure the close coordination of municipal services in response to the following:

- Multi-alarm fire with evacuations and or disruption of transportation, communications, utilities, water or other basic services.
- Evacuations due to hazardous chemical spills, gas leaks, water main breaks or other natural or man-made disasters.
- Any other incident or emergency situation that would require a coordinated response by the municipal operating departments.

I am designating the Emergency Management Services Director as the individual responsible for coordinating the services of the Office of Emergency Management of the Managing Director's Office with the Incident Commander at the site of the emergency and serving as the MDO liaison to the operating departments of Fire, Police, Licenses and Inspection, Streets, Recreation, Public Property, Health, Human Services, Records, Water, Fairmount Park, Prisons and the Office of Services to Homeless and Adults. The Emergency Management Services Director will report directly to the Managing Director on all emergency management operations. The Emergency Management Services Director will also ensure the involvement of other agencies and corporate entities external to the municipal government in an emergency, in support of the Incident Commander.



In addition:

- All departments except Police and Fire will submit a monthly emergency response roster to the MDO Office of Emergency Management located on the lower level of the Fire Administration Building, 3rd & Spring Garden Streets. The Fire and Police Departments will provide a roster of commanders at the district level in addition to an updated roster of shift supervisors for police and fire radio.
- The Department of Public Property will provide and update a list of all fax numbers, beeper numbers and radio call numbers of all Commissioners, Deputy Commissioners and emergency responders for each department and agency utilizing the department's municipal communications center.
- All lists and rosters are to be forwarded to the MDO Office of Emergency Management by Friday November 4, 1994 with monthly updates from that date forward.
- The Managing Director (Emergency Coordinator) will be the permanent duty officer for the City of Philadelphia. During the absence of the Managing Director a Deputy Managing Director will be designated the duty officer and have the authority of the Managing Director in his absence. All operating departments, through the Commissioner or designated Deputy, will inform the municipal duty officer of any incident or situation that meets the criteria outlined in this directive.
- In the absence of the Managing Director, the designated Deputy Managing Director (Duty Officer) and the Emergency Management Services Director (OEM) will be the official representatives of the Managing Director in any matter involving the commitment of municipal services support to other municipalities, the state or federal government. This support will be consistent with the terms of any existing mutual aid agreement and with the concurrence of the Commissioner(s) of the involved department(s).

The Managing Director, through the Emergency Management Services Director (OEM), shall be notified of all emergencies listed on the City of Philadelphia Response and Notification Procedure (Appendix 1) included in this directive. Commissioners or Deputy Commissioners will immediately notify Municipal Communications, who will in turn notify the Office of Emergency Management of emergencies occurring during normal working hours. In the event that an incident occurring during non-working hours is deemed of sufficient magnitude, the Commissioner or Deputy Commissioner, using his or her professional judgement and discretion, will notify the Office of Emergency Management of the occurrence immediately, through Municipal Communications.

The Office of Emergency Management (OEM) of the Managing Director's Office is responsible for coordinating the provision of support services to victims of emergencies of the type listed in Appendix 1. The MDO Duty Officer will determine the appropriate recommended action necessary to assist in interdepartmental coordination in consultation with the Office of Emergency Management.



The OEM Duty Officer will notify the Managing Director who will notify the Mayor. The MD will inform the Mayor of the recommended action, for concurrence.

The MDO Office of Emergency Management will be notified by Municipal Communications upon notification of an emergency by the primary responding municipal department.

A written report of any incident that requires notification to the Managing Director as listed in Appendix 1 is to be submitted to the Managing Director's Office of Emergency Management by the lead agency within 24 hours of the initial response to the incident. The report will include, at a minimum, a summary of the facts of the incident; a description of the roles of all participating City agencies; a preliminary assessment of the City's response; and additional actions needed. The report will also include a statement as to whether the lead agency will conduct an incident review to evaluate further the City's response.

If an incident review is determined necessary, all agencies that responded to the emergency will be convened by the lead agency within three working days of the incident, with a written report submitted to the Managing Director within five working days of the review. Non-City agencies that were involved in the incident should be encouraged to participate. In addition to an assessment of the City's response and recommendations for improved performance, the report will include background information on inspections, violations and citizen complaints in cases where code enforcement issues were involved.

All public information will be reviewed by the Mayor's Press Secretary or the assigned Public Information Officer. The PIO for any emergency situation that involves more than one operating department will be designated by the Managing Director with concurrence from the Mayor's Press Secretary and the Commissioner of the lead agency. The assigned PIO will assist the overall Incident Commander as a liaison officer during the emergency.



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Joseph C. Certaine  
Managing Director

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RESPONSES		NOTIFICATION RESPONSIBILITY			
REPORTABLE INCIDENT	PRIMARY RESPONSE AGENCY	AGENCIES TO BE NOTIFIED BY PRIMARY AGENCY	DEM DUTY OFFICER THRU P.P. COMM.	OTHER NOTIFICATIONS THRU P.P. COMM.	NOTIFIED BY DEM. COMMISSIONER OR DEPUTY COMMISSIONER
WEATHER WARNINGS	NAT'L WEATHER SVC.-PHILA.		X		
HAZARDOUS CHEMICAL INCIDENTS*	FIRE		X	L&I	X
BUILDING COLLAPSES***	FIRE	POLICE STREETS UTILITIES AS REQTD	X	L&I	X
BUILDING COLLAPSES NON-OCCUPIED	FIRE	POLICE STREETS UTILITIES AS REQTD		L&I	
DRUG LAB DISCOVERY CAUSING EVACUATIONS	POLICE	FIRE	X		X***
RACIAL INCIDENTS	POLICE	HUMAN RELATIONS			X
OBSERVED SEVERE WEATHER PHENOMENA (TORNADO,FLOOD,etc)	POLICE	FIRE	X	NAT'L WEATHER SVC.	X***
OTHER OCCURRENCES SEVERELY AFFECTING CITY'S RESPONSE CAPABILITY (i.e.: FAILURE OF COMMUNICATIONS SYSTEMS)	ALL		X		X

SWITCHBOARD OR MESSAGE CENTER NOTIFICATIONS	IF THE CALL IS RECEIVED BY SWITCHBOARD OR THE MESSAGE CENTER, THE PRIMARY RESPONSE AGENCY WILL BE NOTIFIED
WINTER WEATHER NOTIFICATIONS	SEE NOTIFICATION SPECIFICALLY FOR WINTER WEATHER (WINTER WEATHER EMERGENCIES - EMERGENCY OPERATIONS PLAN)

\* ONLY WHERE EVACUATIONS HAVE OR WILL OCCUR, AND/OR MAJOR TRAFFIC DISRUPTION OCCURS.

\*\* ACCIDENT CAUSING MAJOR TRAFFIC DISRUPTIONS ON A MAJOR ARTERY, OR MASS CASUALTIES (10 OR MORE VICTIMS).

\*\*\* TOTAL OR PARTIAL COLLAPSE OR OCCUPIED BUILDING.

\*\*\*\* AT THE DISCRETION OF THE COMMISSIONER, DEPUTY COMMISSIONER BASED ON ASSESSMENT OF THE MAGNITUDE OF THE PROBLEM AND ITS IMPLICATIONS

**CITY OF PHILADELPHIA RESPONSE AND NOTIFICATION PROCEDURE**

RESPONSES		NOTIFICATION RESPONSIBILITY			
REPORTABLE INCIDENT	PRIMARY RESPONSE AGENCY	AGENCIES TO BE NOTIFIED BY PRIMARY AGENCY	OEM DUTY OFFICER THRU P.P. COMM.	OTHER NOTIFICATIONS THRU P.P. COMM.	MANAGING DIRECTOR NOTIFIED BY OEM, COMMISSIONER OR DEPUTY COMMISSIONER
FIRE IN CITY FACILITY	FIRE		X	INVOLVED DEPT.(S) L&I REDCROSS	X***
FIRES - 2 ALARMS	FIRE				
FIRES - 3 ALARMS	FIRE		X	L&I WATER	X***
FIRES - 4 ALARMS OR MORE	FIRE		X	L&I WATER	X
FIRE DEATHS	FIRE				X***
EXPLOSIONS	FIRE	POLICE	X		X
GAS MAIN BREAKS (MAJOR)*	FIRE	POLICE GAS WORKS	X	L&I	X
WATER MAIN BREAKS (MAJOR)*	WATER	POLICE	X	L&I FIRE	X
DEATH IN CUSTODY	POLICE, PRISONS	MEDICAL EXAMINER			X
DEATH OR SERIOUS INJURY OF CITY EMPLOYEE (ON DUTY)	POLICE	INVOLVED DEPARTMENT			X
RIOTS OR CIVIL DISTURBANCES	POLICE	FIRE			X
PRISON RIOTS OR DISTURBANCES	PRISONS	POLICE FIRE			X
BOMB THREATS (FOUNDED)	POLICE	FIRE	X		X
BOMB THREATS (ALLEGED)	POLICE				X***
DEATH OF HOMELESS PERSON	MEDICAL EXAMINER	OSHA			X
MAJOR TRAFFIC ACCIDENTS**	POLICE	FIRE	X		X

APPENDIX 1

INCIDENT REPORTING RESPONSIBILITY

1. Primary Notification Responsibility.
2. Supplementary notification and information, if applicable.

	Police	Fire	Streets	Water	Health	Human Services	Public Property	PECO	PGW	Bell of PA	SEPTA	L & I	Red Cross
Fires 2-Alarm or over		1											
Fire Deaths and Injuries		1											
Evacuations	1	1											
Water Main Breaks				1									
Terrorism	1												
Major Power Outages								1					
Building Collapses	1	1										1	
Racial Incidents*	1												
Gas Main Breaks		2							1				
Explosions	2	1											
Civil Disturbances	1												
Hazardous Material Incidents		1											
Major Traffic Tie-Ups	1												
Hostage Situations	1												
Mass Transit Accidents	1	1									2		
Mass Transit Outages (Delays & Closings)											1		
Severe Weather Phenomena (flooding, tornadoes, ice storms), In progress	1												
Street Cave-Ins	1		2	2									

\*Racial Incidents also to be reported by the Human Relations Commission and/or MDO.

