

CITY OF PHILADELPHIA
OFFICE OF THE MANAGING DIRECTOR

MEMORANDUM

October 5, 2006

TO : All Departments, Boards And Commissions

FROM : Pedro A. Ramos, Managing Director 

SUBJECT : **Interim Addendum to Managing Director's Directive No. 43,
Emergency Notification/Emergency Management and Contingency
Planning**

The following addendum to Directive 43 will become effective as of 0800hrs on November 1, 2006:

Police Radio, Fire Communications, and Municipal Radio shall use E-Team software to log all incidents that meet the criteria described in Attachment 1 of Managing Director's Directive No. 43 (Situation Descriptions) to include updates, changes in status etc.

Training in the use of E-Team will be offered prior to November 1, 2006 as follows: Police Radio (24 individuals), Fire Communications (10 individuals), and Municipal Radio (10 individuals).

John MacLean (686-1151) of the Office of Emergency Management will arrange for the training and notify each department.

PAR:bk

cc: Michael Nucci, Director, Office of Emergency Management

November 25, 2000

APPENDIX I

**EMERGENCY RESPONSE PROCEDURES FOR
UNIFORMED
AND
NON-UNIFORMED
OPERATING DEPARTMENTS**

On July 1, 1993 the City of Philadelphia's non-uniformed operating departments began using the INCIDENT COMMAND SYSTEM (ICS) as the standard protocol for non-uniformed emergency response. After orientation and basic training by the Philadelphia Fire Department in March of 1993, the Emergency Management Operations Group (EMOG) established certain procedures in response, communications and deployment of resources, initially in support of the uniformed responders (Police and Fire Departments) in the event of an emergency. The ICS protocol will be utilized at all times (with the exception of the Philadelphia Police Department) when a municipal response is required to an emergency situation. The Philadelphia Police Department will utilize the ICS when appropriate if the department is the sole responder.

These procedures will be used in conjunction with Managing Directors' Directive #43 (Emergency Notification Procedures - Emergency Management and Contingency Planning) Issued: July 2, 1987 and most recently Revised: November 25, 2000.

EFFECTIVE IMMEDIATELY

In each instance where an emergency requires the response of more than one department the mobile command post (CP-1) will be deployed to the location of the emergency. CP-1 may be given a set-up location by the Incident Commander (IC) through the MDO Liaison Officer. Access to the incident site will be guided by the MDO Liaison on the Public Property radio frequency. The location established for CP-1 will also be the location for the following department and agency representatives to report:

Licenses & Inspections	Water
Public Property	Fleet Management
Streets	Health
OESS	DHS
Recreation	Risk Management
Fairmount Park	Red Cross
Salvation Army	Philadelphia Gas Works
Philadelphia Electric Company	SEPTA
CONRAIL	PENNDOT
Police (assigned communications personnel)	Fire (assigned communications personnel)

DEPLOYMENT OF CP-1 - See Attachment 1 (Response and Notification Procedures).

The Command Post will at all times be under the direction and control of Emergency Management/Managing Director's personnel assigned to the vehicle for emergency or other operations. Personnel from other departments granted permission to utilize CP-1 for special operations will do so

through Emergency Management/Managing Director's Office personnel assigned to accompany them while on board the command post. Responsibility for command post operations and equipment will always remain with Emergency Management/Managing Director's personnel aboard the command post.

CP-1 will be deployed under the following conditions:

All fires 3-alarm or higher.

OR

By request of the Incident Commander through the Office of Emergency Management of the MDO. The IC will be from the primary responding dept. which may not always be the Fire Department.

OR

On instruction of the MD, Deputy MD, or the OEM Emergency Coordinator.

OR

When permission is granted after formal written request to the Office of Emergency Management under the Managing Director's Office for **special operations**. Request must be submitted by the Commissioner or Deputy Commissioner of the requesting department and submitted to the Director of Emergency Management Services stating the intended use and times for deployment.

An order to deploy CP-1 will be relayed to the Office of Fleet Management by Public Property Communications. Under no circumstances is CP-1 to be deployed by means other than municipal communications *except* as noted above. Once notified of a deployment, Fleet Management will then immediately prepare the vehicle (warm-up, pre-trip inspection) and await contact from the MDO CP-1 Operator at 685-9100 to indicate:

1. He will be arriving at the Command Post shortly (Front & Hunting Park) to transport CP-1 to the scene.
2. He is either not available or delayed which would necessitate that a CDL class "B" or higher licensed driver (trained & approved full duty OFM employee) transport CP-1 to the scene.

Note: The CDL licensed driver who operates the vehicle is the person responsible for the pre-trip inspection per the motor vehicle code.

If contact has not been established between Fleet Management and the MDO CP-1 Operator within **10 minutes** of deployment notification, Fleet Management will automatically transport the vehicle to the incident site. This driver **must** be trained and qualified to set up, use, and maintain the vehicle and systems aboard CP-1 while in use at the incident site. The drivers will be under the supervision and direction of Emergency Management personnel while performing as an emergency responder in the MDO CP-1 Operator function. When the regular MDO CP-1 Operator arrives at the scene to assume their duties aboard CP-1, they will relieve the Fleet Management driver of his duties and notify shop supervisors the previous driver is released from duty.

Because of noise considerations, space limitations, and security concerns, personnel other than those assigned an operational function aboard CP-1 will not enter the command post unless approved by Emergency Management Personnel. After signing-in and receiving any equipment or directions, personnel will either stand-by or be directed to report to other personnel at the scene. Supervisors of on-board assigned personnel and relief personnel may enter the command post for a limited time after identifying themselves and their purpose before entering to complete their business in an efficient and professional manner. Use of the planning area in the rear of the vehicle by any personnel will be under the coordination of Emergency Management Coordinator.

EMERGENCY MANAGEMENT COORDINATOR

This is the senior responder from the Managing Director's Office of Emergency Management. This person may call for the deployment of CP-1, response from command post operators, other personnel, or response from other city departments or outside agencies to support emergency activities or post incident operations.

The Emergency Management Coordinator will keep the Mayor, Managing Director and others updated on the status of the existing emergency from CP-1.

The Emergency Management Coordinator, at the request of the IC, will be responsible for mobilizing additional resources that may be needed at the incident site or at a related location. Utilizing the communications capabilities of CP-1 and the members of the Emergency Management Operations Group, the Emergency Management Coordinator will aggressively mobilize all available resources requested by the IC.

RESPONSIBILITIES OF ALL DEPARTMENTAL CP-1 OPERATORS

The primary responsibilities of Police, Fire, and Public Property CP-1 Operators or any other liaison personnel is to be prepared to respond to a call from the Incident Commander for assistance or information relative to the existing emergency.

The secondary responsibility is to assist Managing Director's Emergency Management personnel in directing operations or securing additional personnel/resources/communications from the department they represent. When the Incident Commander or the lead agency Liaison Officer calls for a department CP-1 Operator or liaison from any department, he/she is to respond immediately. The MDO CP-1 Operator may continue the function being performed by the department CP-1 Operator until they return to that function.

Each department/agency representative will stand-by at CP-1 for instructions from the IC or the Emergency Management Coordinator. If you are away from CP-1, be sure the radio in the vest is set on the **Public Property Simplex** band. This setting will enable the user to talk and receive on a band limited to the site of the emergency. All additional radio traffic will be relayed by CP-1 to individuals not on the site of the emergency.

MDO CP-1 OPERATOR (Emergency Management)

This person may transport the vehicle to/from the scene or take command of the vehicle at the scene. They are responsible for Command Post technical and mechanical operations of the vehicle. This operator will also assist the Emergency Management Coordinator or Managing Director with operational coordination between CP-1 Operators, Emergency Management and field personnel. This Operator will assist and/or train CP-1 Operators in the use of on board systems and assure proper care and use of equipment. This Operator will be responsible for the on-board log, equipment issue, on-board systems activations, command vehicle admittance, external vehicle deployment options, etc. This Operator will assure communications protocols and procedures are followed. A two-way portable radio will be issued as needed to each department or agency responder by the MDO CP-1 Operator. Each person receiving a vest/radio from CP-1 will be required to provide some basic information and/or identification for purposes of accountability. The MDO CP-1 Operator will notify the IC and Emergency Management personnel when a department representative reports to CP-1. Notification will be made via radio when

appropriate.

PUBLIC PROPERTY CP-1 OPERATOR(s)

The CP-1 Operator (from Public Property Communications) will be in charge of CP-1 when Emergency Management Personnel are not on board. He/she may distribute identifying vest to the department or agency responders as they arrive on location. This Operator will handle communications for the Emergency Management Coordinator or other Emergency Management personnel when requested. They will provide computer system assistance when requested. Public Property's previously trained/designated communications personnel will assume departmental communications and liaison duties on behalf of the MDO/Emergency Management aboard CP-1 during emergency operations; they will be notified by Municipal Radio to ensure that personnel arrive at the scene with CP-1 in a timely manner.

POLICE & FIRE DEPARTMENT OPERATORS

The Philadelphia Police Department and the Philadelphia Fire Department radio communications supervisors on duty at the Police Radio Operations room and Fire Communications Center will immediately dispatch previously trained/designated communications personnel to report to CP-1, in the field, to assume their departmental communications and Operator duties aboard CP-1 during emergency operations. Notification to Police and Fire radio operations rooms that CP-1 is being deployed for emergency response will be made by Municipal Radio or Municipal Switchboard; this will enable Police and Fire supervisors sufficient advance warning to ensure that dispatched personnel arrive at the scene with CP-1 in a timely manner.

CP-1 OPERATOR TRAINING/DESIGNATION - ALL DEPARTMENTS

The selection and training factors for employees assigned response duties aboard CP-1 are described below.

Department of Public Property, Fire Department, and Police Department

Selection Factors - The department will identify and designate a sufficient number of employees to enable their department to immediately dispatch a CP-1 Operator to the site of the emergency (CP-1) on a 24 hour / 7 days per week basis in a timely manner. All such persons **must** be on full duty, competent and experienced in radio communications skills, basic computer skills, and have a good working knowledge of their department, supervisors and operations. These persons must be able to function and interact well with others in a close group situation during emergency/crisis situations and able to take direction from several sources. These persons should be free of any medical conditions that prohibit them from working in the situations described above; working for long periods; working in dusty and/or smoky environment or where chemical, fire or other odors are present.

Training Factors - The selected CP-1 Operator employees will be trained in the operation and care of:

Sophisticated electronic equipment and controls for: video, video editing, audio, audio recording, radio, telephone, computer, and other related electronic systems.

Basic electrical switches and controls aboard the command post.

The operating procedures, practices, and protocols utilized aboard CP-1

Office of Fleet Management

In addition to the selection and training factors listed for Public Property, Police, and Fire, the drivers from Fleet Management will also be trained in the vehicle's mechanical, electrical (control, switching, and generator systems), fresh & waste water systems, pneumatic systems, and basic vehicle maintenance.

Special Note - The Office of Emergency Management will assign an MDO Operator to perform all training as described above if not provided by the manufacture. The Director of Emergency Management Services will approve all persons they train and inform their respective department of this approval prior to their designation and use as a CP-1 Operator or driver. The Director of Emergency Management Services will inform the appropriate department if the employee cannot perform their duties in a satisfactory manner as described above and recommend replacement or retraining.

OTHER RESPONSIBILITIES

Fleet Management

The Office of Fleet Management will ensure that all on-site response vehicles are serviced as needed. In addition, Fleet Management will assist the MDO CP-1 Operator in acquiring specific types of vehicles that may be required by the IC. Fleet Management will be responsible for deployment as described in the section above titled "DEPLOYMENT OF CP-1"

Emergency Management Operations Group

This group will compile and update lists of on-call personnel including off-duty contact phone numbers, beeper numbers, car phone numbers and radio call numbers. In addition, the representatives and alternatives in this Operations Group must be available by phone and/or radio during major emergency situations.

Emergency notification must be handled in the manner outlined in the notification procedures established by Managing Director's Directive No. 43, Attachment 1 (two pages, see attached). The on-call Municipal Duty Officer designation will rotate among the Commissioner's representatives and alternates in the Emergency Management Operations Group. An on-call schedule will be developed and maintained by the Office of Emergency Management of the MDO.

Check-in Procedures for CP-1

Each department CP-1 Operator reporting to the site of an emergency where CP-1 is on location must sign the log book on CP-1 so that the Incident Commander can be notified of the department's presence on the site. Each CP-1 Operator and/or liaison will then stand by for instructions from the Incident Commander or the Incident Commander's Operations Officer.

Any liaison representing an agency outside of the municipal government should be prepared to brief the DO CP-1 Operator on the status of their activities for the ongoing emergency. Any special resources that can be dedicated to the emergency situation should be noted and passed on to the Emergency Management Coordinator.

STEP 1. SIGN IN AT CP-1.

STEP 2. DO CP-1 OPERATOR NOTIFIES INCIDENT COMMANDER & EMERGENCY MANAGEMENT COORDINATOR (OR DESIGNEE)

STEP 3. IDENTIFICATION VEST IS ISSUED

STEP 4. RADIO IS ISSUED AND SIGNED FOR

STEP 5. STAND BY UNTIL CALLED BY INCIDENT COMMANDER

October 15, 1997

**EMERGENCY RESPONSE PROCEDURES
FOR
NON-UNIFORMED OPERATING DEPARTMENTS**

On July 1, 1993 the City of Philadelphia's non-uniformed operating departments began using the INCIDENT COMMAND SYSTEM (ICS) as the standard protocol for non-uniformed emergency response. After orientation and basic training by the Philadelphia Fire Department in March of 1993, the Emergency Management Operations Group (EMOG) established certain procedures in response, communications and deployment of resources, initially in support of the uniformed responders (Police and Fire Departments) in the event of an emergency. The ICS protocol will be utilized at **all** times (with the exception of the Philadelphia Police Department) when a municipal response is required to an emergency situation. The Philadelphia Police Department will utilize the ICS when appropriate if the department is the sole responder.

These procedures will be used in conjunction with Managing Directors' Directive #43 (Emergency Notification Procedures - Emergency Management and Contingency Planning) Issued: July 2, 1987 and Revised: May 11, 1992.

EFFECTIVE IMMEDIATELY

In each instance where an emergency requires the response of more than one department the mobile command post (CP1) will be deployed to the location of the emergency. CP1 will be given a set-up location by the Incident Commander (IC) through the MDO Liaison Officer. Access to the incident site will be guided by the MDO Liaison on the Public Property radio frequency. The location established for CP1 will also be the location for the following department and agency representatives:

Licenses & Inspections	Water
Public Property	Fleet Management
Streets	Health
OESS	DHS
Recreation	Risk Management
Fairmount Park	Red Cross
Salvation Army	Philadelphia Gas Works
Philadelphia Electric Company	SEPTA
CONRAIL	PENNDOT

The Philadelphia Police Department supervisor on the scene will assign a Police Liaison Officer to CP1 as soon as the on-site situation permits. The Police Liaison will facilitate communications between the MDO Liaison and the on-site police detail, though Police Department Radio.

DEPLOYMENT OF CP1

CP1 will be deployed under the following conditions:

All fires 3-alarm or higher.

By request of the Incident Commander through the Office of Emergency Management of the MDO. The IC will be from the primary responding department which may not always be the Fire Department.

On instruction of the MD, Deputy MD, Operations or the OEM Emergency Coordinator.

The order to deploy CP1 will be relayed to the Office of Fleet Management by Public Property Communications. Under no circumstances is CP1 to be deployed by means other than municipal communications. The Office of Fleet Management will furnish a driver to transport the vehicle to and from the incident site. Public Property Communications Division will assign a qualified person to set up and maintain the systems on CP1 while in use at the incident site. This individual will not serve as the Public Property Liaison Officer unless authorized by the Office of Emergency Management.

RESPONSIBILITIES OF DEPARTMENT LIAISON OFFICERS

The primary responsibilities of each of the department/agency liaisons is to be prepared to respond to a call from the Incident Commander for assistance or information relative to the existing emergency.

The secondary responsibility is to assist the MDO Liaison in securing additional personnel/resources from the department/agency they represent. This assistance will be provided while at the staging area. When the Incident Commander or the lead agency Liaison Officer calls for the department liaison, he/she is to respond immediately. The MDO Liaison will continue the function being performed by the department responder.

Each department/agency representative will stand-by at CP1 for instructions from the IC. If you are away from CP1 be sure the radio in the vest is set on the **Public Property Simplex** band. This setting will enable the user to talk and receive on a band limited to the site of the emergency. All additional radio traffic will be relayed by CP1 to individuals not on the site of the emergency.

MDO Liaison

The MDO Liaison will be in charge of CP1. He/she will distribute identifying vest to the department/agency responders as they arrive on location.

A two-way portable radio will be issued as needed to each department/agency responder by the MDO Liaison. Each person receiving a vest/radio from CP1 will be required to provide some basic information for purposes of accountability. The MDO Liaison will notify the IC when a department representative reports to CP1. Notification will be made via radio.

The MDO Liaison will keep the Mayor, Managing Director and others updated on the status of the existing emergency from CP1. The MDO Liaison will also be responsible for coordinating relief for departmental responders. This relief may be in the form of food and water, or replacement workers.

The MDO Liaison, at the request of the IC, will be responsible for mobilizing additional resources that may be needed at the incident site or at a related location. Utilizing the communications capabilities of CP1 and the members of the Emergency Management Operations Group, the MDO Liaison will aggressively mobilize all available resources requested by the IC.

Fleet Management

The Office of Fleet Management will ensure that all on-site response vehicles are serviced as needed. In addition, Fleet Management will assist the MDO Liaison acquire specific types of vehicles that may be required by the IC.

Emergency Management Operations Group

This group will compile and update lists of on-call personnel including off-duty contact phone numbers, beeper numbers, car phone numbers and radio call numbers. In addition, the representatives and alternatives in this operations group must be available by phone and/or radio during major emergency situations.

Emergency notification must be handled in the manner outlined in the notification procedure established by MD Directive No. 43 (see attached). The on-call Municipal Duty Officer designation will rotate among the Commissioner's representatives and alternatives in the Emergency Management Operations Group. An on-call schedule will be developed and maintained by the Office of Emergency Management of the MDO.

Check-in Procedures for CP1

Each department liaison reporting to the site of an emergency where CP1 on location must sign the log book on CP1 so that the Incident Commander can be notified of the department's presence on the site. Each liaison will then stand by for instructions from the Incident Commander or the Operations Officer.

Any liaison representing an agency outside of the municipal government should be prepared to brief the MDO Liaison on the status of their activities for the ongoing emergency. Any special resources that can be dedicated to the emergency situation should be noted and passed on to the Operations Officer.

STEP 1. SIGN IN AT CP1.

STEP 2. MDO LIAISON NOTIFIES INCIDENT COMMANDER (OR DESIGNEE)

STEP 3. IDENTIFICATION VEST IS ISSUED

STEP 4. RADIO IS ISSUED AND SIGNED FOR

STEP 5. STAND BY UNTIL CALLED BY INCIDENT COMMANDER

Senior government officials who arrive on the scene of an emergency where CP1 is in use should check in and sign the log. The IC will be immediately notified of the presence of the particular official. Any Commissioner with personnel involved in the emergency should let their department liaison know of their arrival on the scene.