

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 as well as recent events in the cities of Chicago, Illinois and Los Angeles, California have prompted a reorganization of the City's emergency management program including a review of all municipal contingency planning, **and;**

Whereas, the reorganization 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 review and reorganization 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 operating departments.

I am designating the Deputy Managing Director for Operations as the individual responsible for coordinating the services of the Office of Emergency Management of the Managing Director's Office with 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.

In addition:

- * All departments except Police and Fire will submit a weekly emergency response roster to the MDO Operations office. 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.

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- * 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 Operations office by COB May 15, 1992.
- * The Deputy Managing Director for Operations will be the permanent duty officer for the Managing Director's Office and will have the authority of the Managing Director in his absence. All operating departments, through the Commissioner or designated Deputy, will inform the MDO duty officer of any incident or situation that meets the criteria outlined in this directive.
- * In the absence of the Managing Director, the Deputy Managing Director for Operations will be the official representative of the Managing Director in any matter involving the commitment of municipal services support to other municipalities, the state or federal government.

The Duty Officer for the Managing Director's Office (MDO) 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 MDO Duty Officer 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 MDO Duty Officer 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 MDO Duty Officer will notify the Chiefs of Staff for the Managing Director and the Mayor, respectively, of any recommended action, for their concurrence.

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

A written report of any incident that requires notification to the Deputy Managing Director for Operations as listed in Appendix 1 is to be submitted to the Managing Director's Office duty officer 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



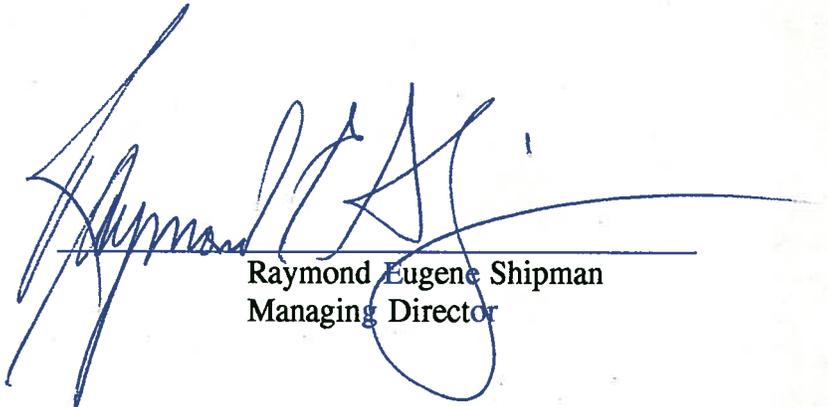
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the roles of all participating City agencies; a preliminary assessment of the City's response; and additional actions needed. The report will also include a statement as to whether the lead agency will conduct an incident review to evaluate further 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.

A public information officer from the lead agency or the Managing Director's Office shall serve as the primary spokesperson for all emergencies unless otherwise agreed to by the commissioners of all respondent agencies.



Raymond Eugene Shipman
Managing Director



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CITY OF PHILADELPHIA RESPONSE AND NOTIFICATION PROCEDURE

RESPONSES

NOTIFICATION RESPONSIBILITY

**DEPUTY MANAGING DIRECTOR
OF OPERATIONS**

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	NOTIFIED BY COMMISSIONER OR DEPUTY COMMISSIONER
FIRE IN CITY FACILITY	FIRE		X	INVOLVED DEPT.(S)	X ****
FIRES - 2 ALARMS	FIRE			L & I RED CROSS WATER	
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
WEATHER WARNINGS	NATIONAL WEATHER SERVICE - PHILA.		X		
HAZARDOUS CHEMICAL INCIDENTS *	FIRE		X	L & I	X

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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	NOTIFIED BY COMMISSIONER OR DEPUTY COMMISSIONER
BUILDING COLLAPSES ***	FIRE	POLICE STREETS UTILITIES AS REQ'D	X	L & I	X
BUILDING COLLAPSES NON-OCCUPIED	FIRE	POLICE STREETS UTILITIES AS REQ'D		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	NATIONAL WEATHER SERVICE	X ****
OTHER OCCURRENCES SEVERELY AFFECTING CITY'S RESPONSE CAPABILITY (ie: 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 OF OCCUPIED BUILDING.
- **** AT THE DISCRETION OF THE COMMISSIONER, DEPUTY COMMISSIONER BASED ON ASSESSMENT OF THE MAGNITUDE OF THE PROBLEM AND ITS IMPLICATIONS.



MANAGING DIRECTOR'S DIRECTIVE NO. 43

EMERGENCY NOTIFICATION PROCEDURES

The Managing Director shall be notified of all emergencies listed on the City of Philadelphia Response and Notification Procedure (Appendix 1) included in this directive. Commissioners or acting commissioners will immediately notify the Managing Director directly of emergencies occurring during the day. Commissioners or acting commissioners will notify the Managing Director directly by 7:00 a.m. the following morning of overnight emergencies. In the event that an overnight incident is deemed of sufficient magnitude, the commissioner or acting commissioner, using his or her professional judgement and discretion, will notify the Managing Director directly of the occurrence immediately.

The Office of Emergency Management (OEM) is responsible to coordinate the provision of support services to victims of emergencies, representing the Managing Director's Office for incidents indicated in Appendix 1. If, in the opinion of OEM personnel or other responding department personnel, the assistance of the deputy managing director on call is required to assist in interdepartmental coordination, the deputy managing director will be notified by OEM. The deputy managing director on call may also be dispatched to an emergency scene as deemed necessary by the Managing Director. OEM will be notified of incidents by Department of Public Property Communications upon notification to it by the primary responding agency.

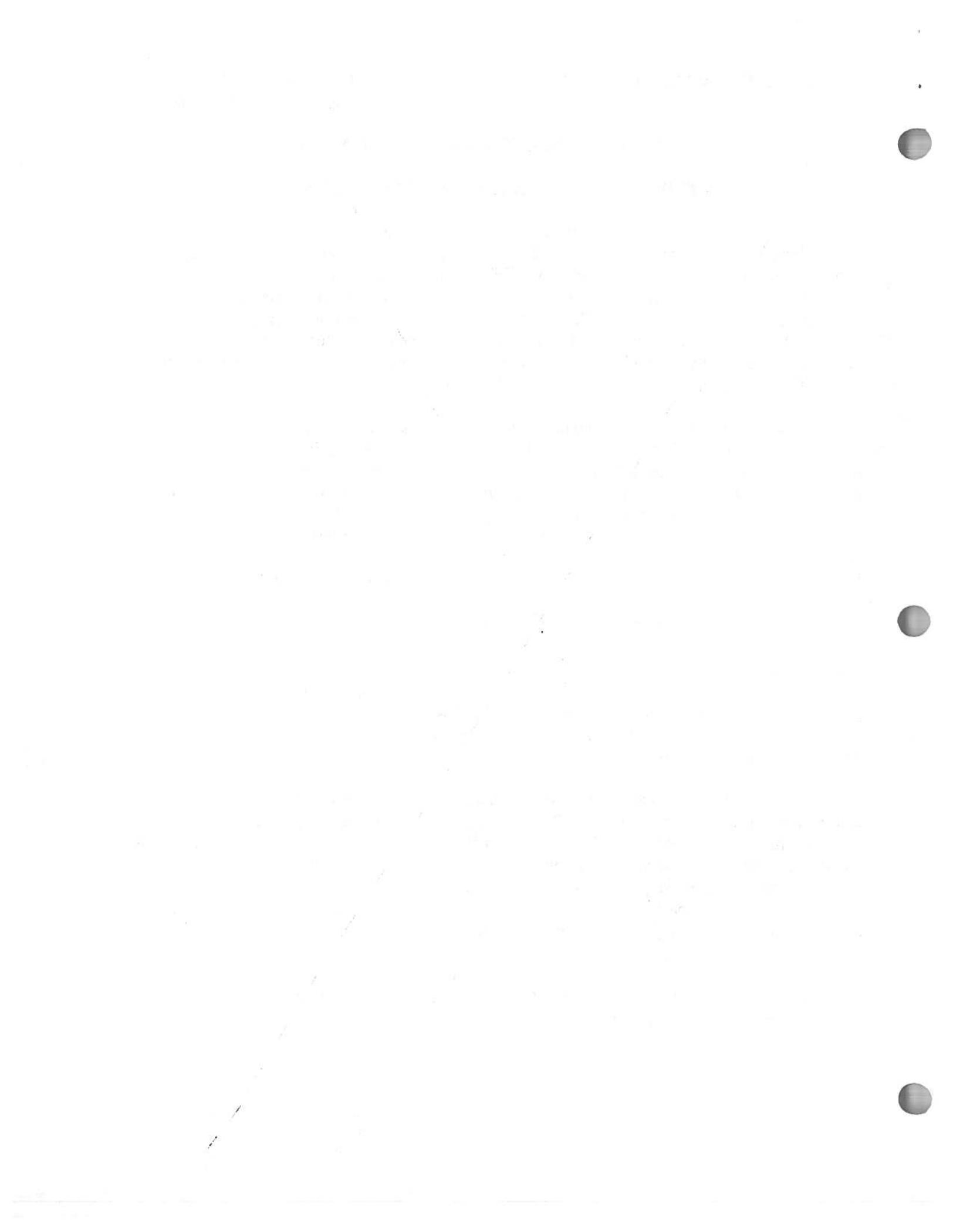
A written report of any incident that requires notification to the Managing Director as listed in Appendix 1 is to be submitted to the Managing Director by the lead agency within 24 hours of the initial response to the incident. The report will include, at a minimum, a summary of the facts of the incident; 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.

A public information officer from the lead agency or the Managing Director's Office shall serve as the primary spokesperson for all emergencies unless otherwise agreed to by the commissioners of all respondent agencies.



DAVID H. PINGREE
Managing Director



CITY OF PHILADELPHIA RESPONSE AND NOTIFICATION PROCEDURE

RESPONSES

NOTIFICATION RESPONSIBILITY

MANAGING DIRECTOR

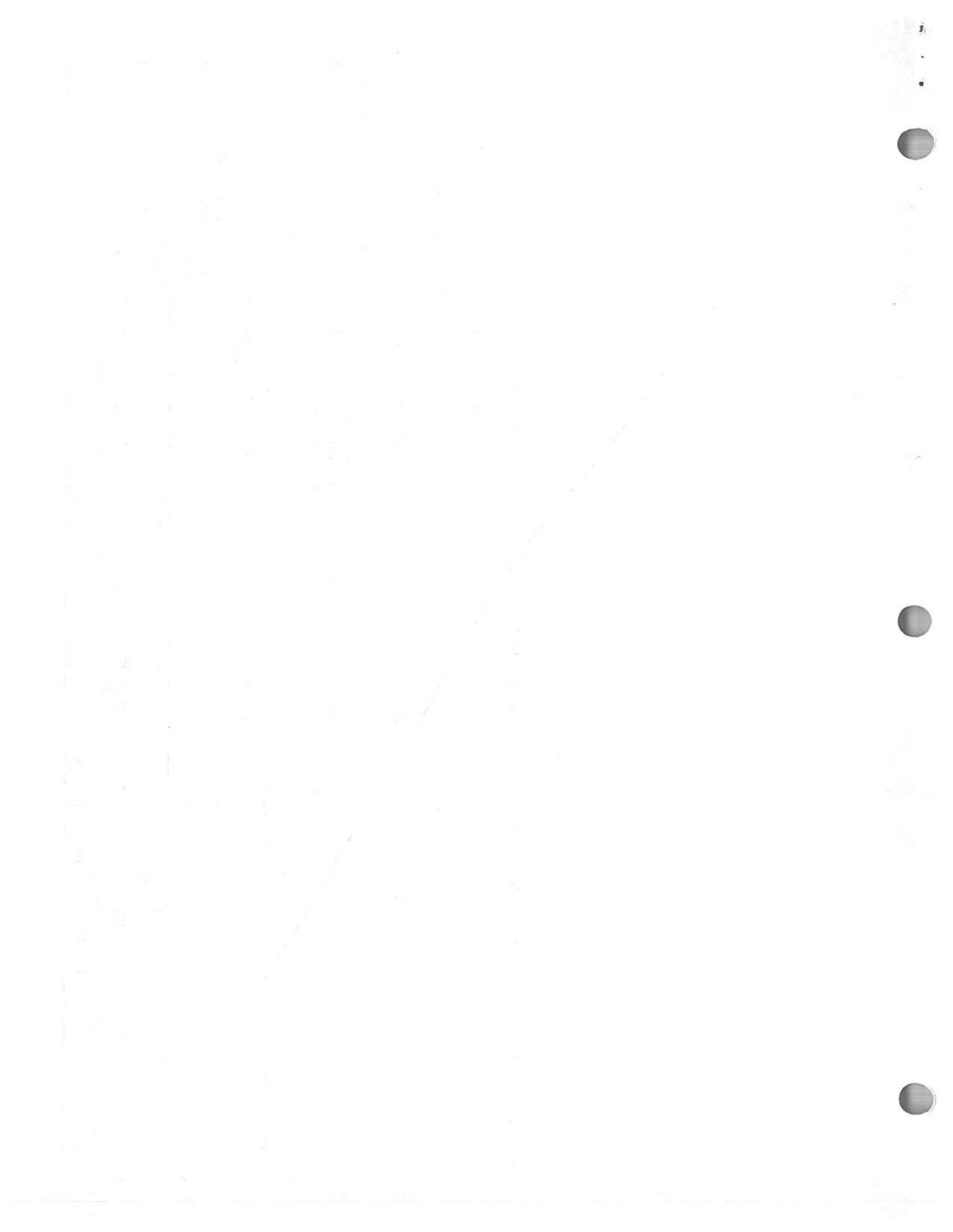
REPORTABLE INCIDENT	PRIMARY RESPONSE AGENCY	AGENCIES TO BE NOTIFIED BY PRIMARY AGENCY	DEM DUTY OFFICER THRU P.P. COMM.	OTHER NOTIFICATIONS THRU P.P. COMM	NOTIFIED BY COMMISSIONER OR DEPUTY COMMISSIONER
FIRE IN CITY FACILITY	FIRE		X	INVOLVED DEPT. (S)	X ****
FIRES - 2 ALARMS	FIRE			RED CROSS WATER	
FIRES - 3 ALARMS	FIRE		X	WATER	X ****
FIRES - 4 ALARMS OR MORE	FIRE		X	WATER	X
FIRE DEATHS	FIRE				X ****
EXPLOSIONS	FIRE		X		X ****
GAS MAIN BREAKS (MAJOR) *	FIRE		X		X
WATER MAIN BREAKS (MAJOR) *	WATER		X	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			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
WEATHER WARNINGS	NATIONAL WEATHER SERVICE - PHILA.		X	MANAGING DIRECTOR	
HAZARDOUS CHEMICAL INCIDENTS *	FIRE		X		X
BUILDING COLLAPSES ***	FIRE	POLICE	X	LICENSES & INSPECTIONS	X
DRUG LAB DISCOVERY CAUSING EVACUATIONS	POLICE	FIRE	X		X ****
RACIAL INCIDENTS	POLICE	HUMAN RELATIONS			X



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.	NOTIFIED BY COMMISSIONER OR DEPUTY COMMISSIONER
OBSERVED SEVERE WEATHER PHENOMENA (TORNADO, FLOOD etc)	POLICE	FIRE	X	NATIONAL WEATHER SERVICE	X ****
OTHER OCCURRENCES SEVERELY AFFECTING CITY'S RESPONSE CAPABILITY (ie: 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)

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- *** TOTAL OR PARTIAL COLLAPSE OF OCCUPIED BUILDING.
- **** AT THE DISCRETION OF THE COMMISSIONER, DEPUTY COMMISSIONER BASED ON ASSESSMENT OF THE MAGNITUDE OF THE PROBLEM AND ITS IMPLICATIONS.



MANAGING DIRECTOR'S DIRECTIVE NO. 43

ESTABLISHMENT OF THE CITY COMMAND CENTERPURPOSE

The City Command Center (CCC) is a unit of the Managing Director's Office. The purpose of the CCC is to establish and maintain a mechanism for continuous reporting, analyzing and monitoring of incidents and situations throughout the City that may warrant the attention or intervention of the Managing Director and/or Mayor.

OPERATION

The CCC will record and monitor all incident and situation reports as indicated on the notification Responsibility Chart (Appendix #1) included in this directive. Information will be forwarded to the CCC in the following manner:

1. By telephone or radio from the Municipal Switchboard or Radio Room;
2. By telephone or radio from the Police, Fire, Streets, Water, Health, Human Services, Public Property, Licenses & Inspections Departments;
3. By telephone from the Philadelphia Electric Company, Philadelphia Gas Works, Bell of Pennsylvania, Southeastern Pennsylvania Transportation Authority and others.

The CCC can be contacted at 574-1100 or on Public Property radio. Incidents that require immediate action should be designated as such when contact is made with the CCC. During any on-going situation, updated status reports will be required until the incident/situation is determined by on-site personnel to be "closed out."

LOCATION

The CCC is located in the Emergency Operating Center (EOC), in the lower level of the Fire Administration Building, Southeast corner of 3rd & Spring Garden Streets. Since the CCC's functions will be complimentary to the Office of Emergency Preparedness, it will merge with EOC when EOC is activated.

The CCC will operate seven (7) days per week year-round beginning July 8, 1987.

The Staff of the CCC will consist of a Duty Officer and two (2) Operation Specialists at all times.

All departments and agencies will submit a current monthly on-call duty roster to the Managing Director.


JAMES STANLEY WHITE
Managing Director

