KING COUNTY OFFICE OF EMERGENCY MANAGEMENT
DUTY OFFICER PROCEDURES

Overview:
The King County Office of Emergency Management (OEM) Duty Officer is the primary point of contact for all emergencies occurring in King County, and incidents occurring outside King County which have a direct, or indirect impact on King County.

GENERAL STAFF REQUIREMENTS

1. Duty Shifts will consist of one (1) week. Shifts begin at 0800 Tuesday and terminate the following Tuesday at 0800. The Duty Officer shall not take Leave during their scheduled shift.
2. The OEM Duty Officer shall be reachable via the Duty Officer Blackberry or other primary communication methods twenty-four (24) hours a day during their duty shift.
3. The Duty Officer shall respond to notifications received over the Duty Officer Blackberry within fifteen (15) minutes.
4. The Duty Officer will attempt to remain within a 90 minute response time to the ECC.
5. All OEM staff are responsible for reporting equipment problems, keeping charged batteries, maintaining and testing their assigned communications equipment (cell phones and radios) and participating in scheduled tests.
6. All OEM Duty Officers are responsible for keeping an updated version of their Duty Officer Reference Manual, and posting new material in their DO Book as it is issued. A master manual will be kept in the Warning Managers Cube.
7. The scheduled on-call Duty Officer will make the following notifications if trading duty officer assignments with another employee: Warning Manager, King County Sheriff Communications Center Supervisor and OEM director and staff.

DUTY OFFICER TASKS DURING BUSINESS HOURS

The on-call Duty Officer will perform the following tasks:

1. During the morning of each business day, check the telephone messages recorded on the OEM Office voice mail system (296-3830) and manage / distribute appropriately.
2. During the morning of each business day, check the Outlook King County ECC, KC computer file for current messages, and manage/delete/ distribute those messages as required.
3. During the morning of each business day, check the facsimile machines in the ECC communications room and the administrative area.
4. Each morning, during the work week, input any significant event that will have 'executive' interest to the Share Point DO Operations Activities Log. If conditions preclude input into Share Point, an E-mail will be sent to the OEM director and staff before as soon as possible.

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5. Conduct a weekly test of 800 MHz radios at 0900 every Wednesday morning. KC departments will be called by 'role call' using the radio check form found in: (J/Operations/Duty Officer/Comms Log Forms/Radio Check). Those forms are in a 3-ring binder next to the 800 MHz radio base station in the ECC Communications Room. Only talk group 'EOC Com' will be exercised.

6. Approximately 30 minutes before the test, a notification message will be sent to all OEM staff members and King County departments and jurisdictions on the 'MyStateUSA' warning & notification system, to remind them of the test. This test will be documented in the 'DO Equipment Testing Log' which is part of the 'KCOEM' 'KCOEM Duty Officer' section of SharePoint.

7. Following the 800 MHz radio test, conduct tests of the following systems, and document in the SharePoint site 'KCOEM'/'DO'/'DO Equipment Testing Log':
   - Conduct a practice (Demo) Emergency Alert System (EAS) message.
   - Conduct a test of the satellite telephone and radio with the State EOC, or Seattle EOC.
   - Conduct a test of the CEMNET radio system.
   - Conduct a test of the Ring-Down telephone to Seattle EOC.
   - Conduct a test of the VIPR system.
   - Conduct a test of the Secure Telephone with the Seattle EOC.
   - Conduct a test of the MyStateUSA system using the Duty Officer Tablet.
   - Ensure that the Samsung Galaxy Tablet batteries are fully charged and that the tablet is synced with the ECC/KC address.

8. <u>The Duty Officer will coordinate the OEM response to in-progress incidents warranting emergency management involvement. The Duty Officer may seek assistance from other OEM staff members to assist with response actions including making notifications, activating the county ECC, or responding to the scene as necessary.</u>

9. The Duty Officer will be available to respond to duty calls during the work day. However, it is understood that some meetings will require the Duty Officer to be off site during their shift. In the event that a duty call is received by the office and the Duty Officer is not available, any available Emergency Management Program Manager (EMPM) will handle the call and respond as necessary including logging the call (see SharePoint KCOEM Team Site/KCOEM Duty Officer/DO Operations Activities Log). If no EMPMs are available to handle the Duty Officer call, OEM staff should take the caller's contact name and number and contact the Duty Officer to respond.

10. The Duty Officer will document all relevant events in the SharePoint site, [KCOEM Team Site/KCOEM Duty Officer/DO Operations Activities Log].

11. The Duty Officer will prepare a Friday weekly "Snapshot" situation update using the format in Attachment 1 (attached), when events dictate a need for situational awareness without activation of the ECC. Examples are windstorms, cooling/warming trends, snowstorms, and power outages.

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DUTY OFFICER TASKS DURING NON-BUSINESS HOURS

1. <u>The Duty Officer will have access to their Duty Officer Reference Manual, Blackberry cell phone, [Samsung Galaxy Tablet, and 800 MHz radio, 24 hours a day while on duty.</u>

2. Return calls to the Duty Officer Blackberry will be accomplished within 15 minutes of receipt of the call.

3. Duty Officers represent the King County Director of Emergency Management (the County Administrative Officer) and King County Government and will conduct themselves in a professional manner. No alcohol or drugs will be consumed that may impair decision making or driving abilities.

4. If responding to a scene, the Duty Officer will wear clothing (cap, shirt and/or jacket) that identifies him/her as a part of the King County Office of Emergency Management. Marked Emergency Management vehicles will be used whenever possible, but if personal vehicles are used, magnetic signs will be displayed when possible (these do not exempt vehicles from traffic laws). The Duty Officer will only respond on-scene if coordinated with the OEM Director/Assistant Director.

5. If an emergency arises during non-business hours and the Duty Officer is unable to perform his/her duties, the Warning Program Coordinator will be immediately notified. If unable to contact the Warning Program Coordinator, the Director or Assistant Director of OEM will be immediately notified.

DUTY OFFICER WEEKLY TRANSITION:

1. The outgoing duty officer will meet with the incoming DO and Warning Manager from 0800-0830 every Tuesday. The outgoing DO will prepare the DO Transition document found in the 'DO Share Point site', and brief the incoming DO on the following:
   - Brief synopsis of the week
   - Any events that will spill-over into the next DO tour.
   - Weather for the next week.
   - Issues with ECC equipment
2. During the Tuesday staff meeting, the outgoing duty officer will <u>succinctly</u> brief the OEM staff on the completed duty officer tour including weather, trends, lessons learned.

DUTY OFFICER TRANSITION TO ECC ACTIVATION

1. The duty officer may elect to activate the ECC based on the emergency or disaster event that they are responding to. Permission to activate must come from the OEM Director, Assistant Director, Senior Manager, or County Administrative Officer (CAO). The notification of OEM staff for a conference call will be made on the MyStateUSA Warning and Notification System [https://mystateusa.com/edit Use designated user name and password].

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2. The Duty Officer will conduct a conference call or 800 MHz radio call on talk group KCEOCCOM with the OEM Director, Deputy Director and as many OEM staff that are available. **If telephones and the 800 MHz radio system are not functioning, all OEM staff will report to the ECC.**

3. The Duty Officer will brief the conference call on the disaster event, using the following format:
    *   **Type of Incident** (Hazmat, Flood, Fire, Earthquake, MCI, Dam Failure, Other)
    *   **Location and Time**
    *   **Incident Description**
    *   **Weather**
    *   **Roads Status**
    *   **Impacted Infrastructure**
    *   **Warnings and Evacuations, and to where?**
    *   **Injuries and Fatalities**
    *   **Incident Commander and Callback numbers or radio frequencies**
    *   **Notifications Made**
    *   **Recommendation to Activate ECC**

4. Once the decision to activate has been made, the Duty Officer will fill the role as ECC Supervisor and make initial assignments to OEM staff as to their job assignment in the activated ECC while on the conference call. (See ECC Operations Manual, ECC Activation Initial Set-Up-Level 1, 2 or 3).

5. Once assignments have been made, the Duty Officer will proceed to the ECC. If the Duty Officer is delayed in reporting to the ECC, the senior OEM staff member present will fill the role of ECC Supervisor until the Duty Officer arrives, or the Incident Manager appoints a different staff member to fill the position.

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