

MANAGEMENT MEMO

NUMBER:
DATE ISSUED:
EXPIRES: UNTIL SUPERSEDED
ISSUING AGENCY: DEPARTMENT OF GENERAL SERVICES

SUBJECT:
STATEWIDE EMERGENCY COMMUNICATION PROTOCOL FOR STATE
FACILITIES AND STATE EMPLOYEES

REFERENCES:
GOVERNMENT CODE 14615(B)

While many emergencies in California, including earthquakes, fires, and manmade disasters, have been local events, the terrorism attacks of September 11, 2001 demonstrated that some emergencies may impact the entire state and thus require statewide communications and responses. This Management Memo outlines the communication process between the Governor's Office, OES, CHP, and state personnel and facilities in the event of a statewide emergency.

This Management Memo is designed to ensure that all state agencies/departments receive prompt emergency notifications from the OES, and have in place plans and procedures to communicate and respond to actual or potential emergencies. Agency Secretaries and other Cabinet level officers are responsible for administering and ensuring compliance with the provisions in this Management Memo. Constitutional Officers and the Administrative Office of the Courts may be included at their discretion in the implementation.

For purposes of administering this emergency notification system, and in establishing procedures for State agencies and departments to use internally in relaying information and instructions, before, during, and after conditions of emergency, the following will apply.

1. OES has established two categories of emergency notification messages:
 - a) The first, a "Notice of Potential Emergency" would indicate the existence of a credible threat of emergency within the state and would contain precautionary guidance or instructions.
 - b) The second, a "Notice of Emergency" would indicate the existence of emergency (including acts of terrorism) impacting state facilities or employees.
2. The following process will be used for identifying, assessing, communicating and mitigating the effects of potential or actual emergencies.
 - a) A natural or human caused threat/condition is perceived/received by a responsible agency and its potential impact determined. In the case of threats of terrorism, the OES will be notified. The State Threat Advisory Committee (S-TAC) may be notified and convene an emergency call.
 - b) A recommendation is developed, including suggested actions and messages and is soon after communicated to the Governor.
 - c) The Governor or his designee directs action to be taken.
 - d) OES delivers instructions to state agencies and departments (Secretaries, Undersecretaries, Directors and Chief Deputy Directors) by way of a page from the OES Warning Center.
 - e) State agencies and departments implement their emergency plans and carry out Governor's instructions while disseminating messages within their organization.
 - f) State departments provide subsequent instructions to employees pursuant to their Emergency Plans. (e.g. return to work messages).
 - g) Follow up messaging from OES would occur as necessary.

STATE ADMINISTRATIVE MANUAL

3. OES will furnish pagers to each Agency Secretary, Undersecretary, Department Director and Chief Deputy Director so they may receive messages on a 24 hour basis. These pagers will be incorporated in a paging database within the OES Warning Center. Cabinet Secretaries, Undersecretaries, and Department Directors (and equivalents from Boards or Commissions) and Chief Deputy Directors are required to ensure that pagers are monitored on a 24-hour basis. To ensure that contact information remains valid, all Agencies shall advise the OES Warning Center of personnel changes when they occur and provide updated contact information to the OES Warning Center to ensure prompt communication. The OES shall be reimbursed by the respective departments and agencies for the cost and maintenance of the pagers.
4. State Agencies/Departments shall develop an internal process to ensure that both "Notice of Potential Emergency" and "Notice of Emergency" messages are sent to their intended audience immediately. Department Directors must ensure that internal Emergency Communication systems are in place and kept current. Notification may be accomplished through a variety of means such as email distribution lists, telephone communication trees, building paging systems, public address systems, etc.
5. State Agencies/Departments shall develop and maintain an automated "call attendant" or similar system (e.g. 800 number) whereby state employees can receive instructions and guidance subsequent to an emergency. (e.g. return to work messages).
6. All State Agencies/Departments should immediately update their Emergency Preparedness Plans, Business Recovery Plans, and Business Continuity Plans to ensure emergency communications issues are addressed.
7. The CHP, pursuant to Government Code 14615(B), is the department responsible for employee and state facility safety by developing and maintaining model security plans, assisting with security audits of state facilities, and providing recommendations for facility safety and security improvements, in addition to law enforcement support.

INQUIRIES AND FOR FURTHER INFORMATION:

It is our goal that these proactive communication measures and subsequent planning actions will ensure the safety of state employees and customers working in state buildings. Please direct all inquiries and questions regarding the situation to the appropriate contact below:

For Questions On:

OES Paging: OES Warning Center (916) 262-1621

Facility Safety, Security & Emergency Plans: CHP Enforcement Services Division (916) 445-3253

Risk Management: Department of General Services (916) (916) 376-5271



Dallas Jones, Director
Governor's Office of Emergency Services



Barry D. Keene, Director
Department of General Services



D.O. Helmick, Jr., Commissioner
California Highway Patrol