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City of Portland

Alert & Warning Annex

March 2011

PORTLAND OEM

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1 Introduction

1.1 Purpose

This Annex is intended to facilitate the coordination of timely emergency information across bureaus and to the general public. It describes the events that trigger a notification to the Portland Office of Emergency Management (POEM) by the lead response bureau Incident Commander (IC), Public Information Officer (PIO), emergency management official or other bureau designee and the methods by which emergency alerts and warnings are communicated to the public.

1.2 Scope

This Annex supports the City of Portland's Basic Emergency Operations Plan and applies to all City bureaus, offices, staff and elected officials.

1.3 Objective

The provisions of this Annex seek to establish and maintain a consistent understanding and use of information, technology and relationships to communicate time- and mission-critical information among City bureaus, emergency management partners and the general public to minimize the risk of death, injury, damage or disruption of essential services. Additionally, this Annex provides a common standard for City bureaus to follow for notifying the Mayor and appropriate City officials.

Alert & Warning Annex

2 Situation and Assumptions

2.1 Situation

In general, POEM relies on the lead response bureau(s), BOEC, or other emergency management partner agency (e.g., National Weather Service) to initiate notification to POEM of an emergency event.

Some incidents occur with enough warning that notification can be issued to ensure the appropriate level of preparation (e.g., winter weather, flood). Other incidents occur with little or no advanced warning and do not provide enough time to adequately notify the public (e.g., earthquake, tornado).

To alert the greatest possible audience at risk in an emergency requires the use of multiple systems and methods to:

- Capture the public's immediate attention, regardless of their location or the time of day.
- Address special needs that exist for people with disabilities that would inhibit a clear understanding of the threat and warning message.
- Communicate messages in all languages that represent the primary spoken tongues of the affected community-at-large.

As an incident becomes known, and based on the circumstances and conditions that evolve, choices will be made to select:

- The best available methods to use.
- The appropriate emphasis in each message.
- The optimum format for each message.
- The most effective times for releasing each message.

Effective response to emergent situations requires communication of the nature, extent and expected impact of a hazardous event as well as clear, concise and decisive information concerning appropriate protective measures. The timely and coordinated use of public warnings can reduce the impact of hazardous events by informing the appropriate response of individuals.

2.2 Planning Assumptions

- This Annex is only intended to address initial emergency messaging to the public, not on-going communication of an emergency event. In most cases, ongoing information to the public will be provided via many, but not all, of the same mechanisms described in this Annex.

- If an incident occurs suddenly and the situation evolves rapidly, information may be incomplete or unconfirmed.

- Immediate incident information may not be readily available. In the absence of verified information, a notification directing the public to a website or other location for additional information may be appropriate.

- While every effort has been made to ensure reliability of the notification systems the City uses, delivery of community notifications is heavily dependent on external networks and providers outside the City's control. As a result, the public may experience service limitations including denial of service and network or power outages.

- The City's community notification system is in addition to other notification system used by schools, universities or other public or private organizations.

3 Concept of Operations

3.1 General

Timely and accurate notice of hazards, threats and major service disruptions can prevent or reduce harm by facilitating timely and appropriate response to hazardous situations. The following principles of effective risk communication should govern the issuance of public alerts and warnings by PIOs:

- Message clarity – describe the hazard or threat in accessible and direct terms.
- Indicate intended audience – specify the geographic area affected or provide other information to indicate who is susceptible to the threat or vulnerable to its effects.
- Specify actions – tell people what they should do to protect themselves and others.
- Acknowledge impacts – specify what damage has occurred or is expected to occur as a result of the incident.
- Describe the response – let people know what the City and its partners are doing to manage the incident and its impacts.
- Manage expectations – provide timely updates and closure messages when appropriate to inform the public when it is safe or reasonable to resume routine activities.

3.2 Scope

To the greatest extent practicable, alerts and messages informing the public of the nature of the hazard or event threatening harm or causing disruption should be uniformly categorized using the following format:

- Category (not in order): Geological, Weather, Safety, Police, Rescue, Fire, Health, Environmental, Utilities, Hazardous Materials, Other.
- Location.
- Brief description of event, intended audience and recommended protective actions.
- Message expiration / event duration.

The following table summarizes event categories and the lead bureaus responsible for originating notifications to POEM concerning public alerts and messaging for each event type. Notifications to POEM may come from the lead response bureau IC, PIO, emergency management official or other designated staff.

Category	Description	Lead Agency
Geological	Geological events, including land instability, landslides, earthquakes, volcanic eruptions and ash plumes, lahars, tsunami and similar events that require a response from one or more City bureaus.	Incident or Unified Command with one or more of the following: Transportation (PBOT), Development Services (BDS), Environmental Services (BES), Fire, Police or Parks.
Weather*	Meteorological events predicted, observed by or reported to the National Weather Service (NWS) forecast office by authorized sources. Such conditions include extreme temperatures and severe weather conditions such as snow/ice, tornado, wind, lightning, flooding or other conditions.	Incident or Unified Command with one or all of the following: PBOT, Housing, Fire, Police or Multnomah County Drainage District.
Police	Civil disturbances or serious criminal or terrorist activity.	Police.
Rescue	Medical incidents, occasionally involving trauma or entrapment, requiring the urgent attention of specialist personnel to avoid death or serious injury.	Fire or Multnomah County EMS.
Fire	Urban, wildland or urban/wildland interface/intermix fires, including those resulting either from human activity or natural hazards.	Fire.
Health	Human and animal disease outbreaks, epidemics and associated countermeasures including food-borne illnesses, suspected or confirmed contamination of drinking water supplies, and the suspected airborne spread of microbial pathogens capable of causing illness or distress.	Multnomah County Public Health or Water.
Environmental	Incidents that involve threats to groundwater, air or land quality that do not arise from the release of hazardous materials or substances.	Incident or Unified Command with one or more of the following: BES, County Public Health, Oregon DEQ or the U.S. Coast Guard.
Utilities	Incidents involving the supply of gas or liquid fuels, power production or energy transmission, telecommunications, cable television, Internet or other communication capabilities and disruptions to the supply of drinking water or the removal or treatment of water or wastewater.	Water or power utility or telecommunications provider.
Hazmat	Any incident that involves the uncontrolled release of a chemical capable of causing harm to people, property or the environment, whether in transportation or at a fixed facility. This category includes intentional releases of hazardous substances, suspicious packages or devices, and spills or releases of unknown or unidentified materials.	Unified Command with one or more of the following: Fire, Police, PBOT, Water or BES.
Other	Any incident not described above that threatens the safety or health of the community or the quality of the environment.	Varies.

* The NWS issues Warnings (the event is immediate, critical and confirmed), Watches (the event is imminent, critical and probable), Advisories (the event is occurring, significant and probable), Notices (the event is occurring, minor and possible) and Statements (the event is planned, minor and possible).

3.3 Notifying POEM

Warning is a two-part function: first, learning of the event or threat of event and second, alerting officials and the public. POEM relies on the lead response bureau(s), BOEC, or other emergency management partner agency to initiate notification to POEM of an emergency event or any request to activate the community notification system. Section 4 – Organization and Responsibilities – outlines specific events that require notification to the POEM Duty Officer by designated lead bureau staff.

Bureau representatives should also notify the POEM Duty Officer when a *significant incident* occurs that meets any one or more of the following criteria:

- Continuity of Operations (COOP) – Any incident that affects the City's continuity of operations, i.e., the ability of a bureau to meet routine expectations or deliver essential services.

- Duration – Any non-routine, unplanned incident expected to continue beyond a single operational period (work shift).

- Resources – Any incident that requires resources not provided by routine operational procedures or routine mutual aid.

- Media Interest – Any incident that attracts critical media attention due to social, cultural, economic, technical or legal impacts (on staff or the public).

Bureau Public Information Officers (PIOs) or other representatives will post incident information regarding any significant event as defined above to a pre-designated area on their respective bureau's website and social media accounts (if applicable). This information will then populate the PublicAlerts website, http://www.publicalerts.org.

3.3.1 POEM Duty Officer Response

When the Duty Officer receives a notification of a significant incident, request to activate the FirstCall community notification system or is asked to create a new incident in WebEOC on behalf of the lead or partnering response bureau/agency, he or she will log the incident in WebEOC (or create a new incident). If the incident requires a coordinated response, the Duty Officer will determine whether to activate one or more ECC Management or General Staff positions to facilitate, coordinate or maintain the situational awareness of key decision-makers including elected officials, bureau directors and emergency management partners.

- Duty Officer log – When an incident requires a coordinated response or threatens to disrupt the essential functions of more than one bureau, the Duty Officer will flag the log entry for reposting to the Citywide Significant Events board. This will trigger additional notifications to emergency managers and emergency management partners.

- New WebEOC incident – If the incident will continue for more than one operational period or is likely to generate significant message traffic from more than one bureau, the Duty Officer will create a new incident after making an initial log entry and posting to the Citywide Significant Events board. The log entry must include the name of the new incident. The Duty Officer will then notify by email all POEM Duty Officers, the Emergency Management Steering Committee

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and the bureau or agency that requested the new WebEOC incident that a new WebEOC incident has been created and the name of the new WebEOC incident.

- Additional notifications – If the incident requires the partial or full activation of the Emergency Coordination Center (ECC), the Duty Officer will immediately notify the POEM Director. Additional notification of the change in operational status of the ECC will be made to POEM staff, Mayor's Chief of Staff and Communications Director, members of the Disaster Policy Council, members of the Emergency Management Steering Committee, and the BOEC Supervisor via SMS text/page (PageMaster) and/or email.

- In the event of a partial or full activation of the ECC, the POEM Duty Officer will page ECC responders via PageMaster. If unable to do so directly, the Duty Officer should contact the Bureau of Emergency Communications (BOEC) Operations Supervisor to initiate a page to rostered ECC responders notifying them to respond.

3.4   Public Alerts and Warnings

When an incident threatens the health or safety of the public or creates a significant service disruption to routine activities, the Incident Commander of the lead response bureau or POEM Director will determine the:

- Necessity for giving public warning and extent of coverage required.
- Content of public warning messages.
- Extent of geographic area to be covered.
- Timing of message delivery and event duration.
- Appropriate public warning tools as described below.

3.4.1   Emergency Alert System (EAS)

BOEC provides access to EAS for relaying important messages to the public through participating broadcasters. Because of the large geographical area served by the Portland metropolitan EAS, use should be restricted to situations in which *all four* of the following conditions apply:

- The situation is imminent (time is critical).
- The situation is life threatening to the public.
- The public must be provided with instructions.
- Other warning methods would be ineffective.

Persons authorized to request an activation of the EAS include: elected officials, local public safety or emergency management officials, or an Incident Commander in charge of an emergency incident.

All requests for EAS activation must be made to the BOEC Supervisor. The message content will be provided and/or verified by the Incident Commander.

3.4.2   PublicAlerts.org

When an incident either creates or risks creating a significant service disruption, participating emergency management partners post relevant information to their websites and social media accounts. This information is aggregated and reposted on the PublicAlerts.org website in the section associated with that service for ease of access by the public. A news ticker on the default homepage of the PublicAlerts.org website provides a chronological listing of site updates and tweets generated from the @PublicAlerts Twitter account.

When an incident presents an unusual threat or requires additional attention, the POEM Director or POEM Public Information Officer may post detailed information at the top of the PublicAlerts.org homepage.

3.4.3   FirstCall Community Notification System

FirstCall is a community notification system that can send SMS text, e-mail and telephone notifications to residents and businesses within Multnomah County impacted by, or in danger of being impacted by, an emergency or significant event. The system is preprogrammed with *published* landline numbers from Qwest and employee information from SAP. However, it cannot contact mobile phones, Voice over Internet Protocol (VoIP) phones, unpublished landlines, landlines provided by a cable TV carrier, or send emails unless the individual registers the additional information. Subscribers may register their contact information at www.publicalerts.org/signup. Subscribers to this system can receive emergency alerts via e-mail, phone call or text / SMS when the associated address of the subscriber is impacted by an emergency.

Activation of the community notification system is accessed through the FirstCall website http://www.firstcall.net/main and its use is limited to urgent incidents likely to cause significant disruption (i.e. flooding in the Johnson Creek area). EAS should be used when the situation is imminent, life threatening, instructions must be provided to the public and other warning methods would be ineffective. (Future use of the system may be expanded to include notifications of other than emergency events like leaf collection, snow/ice plowing, or other operations/occasions).

The use of this notification service requires prior authorization by the Incident Commander of the lead response bureau, POEM Director or elected official. Upon authorization, activation may be initiated by the POEM Director, POEM Duty Officer, BOEC Supervisor, other FirstCall system administrator (Water Bureau, Multnomah County Emergency Management Director) or directly via FirstCall.

Requests for activation of the FirstCall system must be coordinated thru POEM via the Duty Officer or POEM Director. If another bureau or agency has requested the activation of the community notification system, the Duty Officer will immediately notify the POEM Director.

The POEM Duty Officer will notify all POEM staff, the BOEC Supervisor, the Office of Neighborhood Involvement's Information and Referral Line (503-823-4000), Mayor's Chief of Staff and Communications Director, members of the Disaster Policy Council, members of the Emergency Management Steering Committee, and the emergency

managers from the Portland UASI Points of Contact (POC) group of all completed community notifications by separate alert via FirstCall system or via email and/or text. Notification to this group will include the text of the original message, location of targeted geographic area and message expiration.

3.4.4   Social Media (Twitter)

The POEM Public Information Officer uses Twitter accounts to make emergency information accessible to a wide, highly mobile and interconnected public quickly. None of these accounts are monitored 24×7 nor considered a primary means of alerting the public. However, Twitter has proven an effective adjunct to other alerting systems. Additionally, POEM recognizes that social media is a form of two-way communication, not just an outbound channel. As such, POEM will both assign and monitor appropriate hashtags as the event unfolds.

- @PortlandOEM – This account is the primary account for disseminating preparedness information and news regarding Portland OEM activities to the public. It may also be used to rebroadcast or simulcast tweets sent using @PublicAlerts to ensure the widest possible distribution.

- @PublicAlerts – This account is used to disseminate warnings, watches, advisories, and notices to the general public and to monitor reports of significant service disruptions from members of the public.

3.4.5   Media Releases

POEM will directly issue media releases – or support the issuance of releases from the lead response bureau – to advise the public of planned events, service disruptions, the appropriate response to ongoing situations, and update the status of response and coordination activities following a significant incident. Media releases will not be used as a means of communicating urgent warnings about life threatening situations.

4 Organization and Responsibilities

4.1 Mayor and City Council

The Mayor and City Council are responsible for providing general oversight of the City of Portland's emergency management program, including the authorization and appropriation of resources necessary to establish and maintain emergency notification and warning systems. Their leadership ensures the coordinated response of all City bureaus and the engagement of Portland's civic and commercial institutions. Partnerships between the City and these institutions helps ensure an effective response to emergencies.

4.2 Commissioners

Individual commissioners have executive authority for the emergency management programs of bureaus and offices within their portfolios. This responsibility includes maintenance of continuity of operations plans, hazard mitigation programs, and emergency preparedness and response arrangements for specific hazards. These plans prescribe specific notification thresholds consistent with this Annex for communicating the occurrence of hazardous events to POEM, other bureaus and the public at large.

4.3 Disaster Policy Council (DPC)

The DPC advises the Mayor concerning emergency management arrangements before, during and after an emergency. In the event of a declared emergency or disaster, the Mayor may rely on the DPC to formulate strategies and policies for managing the City's response and recovery. This role may include determining the areas targeted for specific warning messages and the notification thresholds for issuing public warnings.

4.4 POEM

POEM reports to the Mayor and coordinates emergency management activities within the City of Portland and among its regional partners in the public, private and non-profit sectors. POEM maintains the PublicAlerts.org website, Twitter feeds, and is one of the agencies responsible for initiating alerts to the public thru the FirstCall community notification system and other systems described in this Annex. The office also maintains the Emergency Coordination Center, which serves as the coordinating entity for City bureaus and offices in the event of an emergency.

4.5   Bureau of Emergency Communications (BOEC)

BOEC serves as the local National Warning System (NAWAS) Primary Warning Point (PWP) – these locations must be staffed 24 hours a day and are responsible for disseminating the warning to local government officials. BOEC additionally maintains the City's access point to the Emergency Alert System (EAS). BOEC will notify the POEM Duty Officer by SMS text via pager and/or mobile device in the event of any of the following incidents:

- Significant incidents (described below) attended by Portland Police Bureau or Portland Fire & Rescue.
- Severe weather warnings issued by the National Weather Service, or state and national warnings received over the NAWAS for the City of Portland and/or Multnomah County.
- Requests from an Incident Commander of the lead response bureau or elected official to activate the Emergency Alert System (EAS) or the FirstCall community notification system. The BOEC Supervisor will initiate an EAS or FirstCall message after a request to do so by any authorized official.

4.6   Other Bureaus

City bureaus and offices with specific emergency management responsibilities have agreed to notify the POEM Duty Officer in the event of actual or potential threats. Agreed notification thresholds are as follows:

4.6.1   Bureau of Environmental Services (BES)

BES will notify the POEM Duty Officer of the occurrence of any of the following incidents:

- The release of a hazardous material at a wastewater treatment plant.
- Any release of sewage to ground or water that threatens public health.
- Extended disruption of wastewater treatment services when the duration of the disruption is unknown or undetermined.

4.6.2   Portland Fire & Rescue

Portland Fire & Rescue has identified the following events as significant incidents. The BOEC Computer Aided Dispatch (CAD) system is programmed to automatically notify the POEM Duty Officer of these incidents:

- Fires requiring a second alarm or greater response.
- Hazmat Level III incidents or any level that requires the use of the EAS or FirstCall community notification system to notify the public whether to evacuate or shelter-in-place.
- Mass casualty / mass fatality incidents.

4.6.3   Portland Housing Bureau

The Portland Housing Bureau will notify the POEM Duty Officer any time weather conditions meet the criteria for determining a severe weather alert and the corresponding opening of emergency warming centers.

4.6.4   Portland Parks & Recreation

Portland Parks and Recreation will notify the POEM Duty Officer of any incident that involves the suspected contamination of its facilities or the uncontrolled spread of disease among its patrons or staff and the closure of natural areas or recreation areas during periods of extreme fire danger, flooding or other causes.

4.6.5   Portland Police Bureau

Portland Police Bureau has identified the following events as significant incidents. The BOEC CAD system is programmed to automatically notify the POEM Duty Officer of these incidents:

- Special Emergency Reaction Team (SERT) activations involving hostages or an active shooter.
- Activation of the Metropolitan Explosive Disposal Unit (MEDU) regarding suspicious packages.
- Civil disturbances or terrorist activity.

4.6.6   Portland Bureau of Transportation (PBOT)

PBOT has identified the following notification thresholds for significant incidents:

The Maintenance Operations Supervisor or Dispatcher will initiate notification in the event of landslides blocking roadways or rights-of-way, unexpected closure of arterial routes or primary streets; and all incidents likely to affect mass transit operations.

- The PBOT Public Information Officer will notify POEM of all planned closures and maintenance activities expected to disrupt arterial routes, primary streets or transit operations.
- The Emergency Manager or Maintenance Operations Supervisor will notify POEM when the bureau operations center is activated to serve as an incident command post for snow/ice, flood or other emergency operations.

4.6.7   Portland Water Bureau

The Water Bureau has identified the following conditions or events as significant incidents that require the notification of the POEM Duty Officer:

- Possible or imminent failure of a dam or reservoir.
- Actual, threatened or suspected contamination of the drinking water supply.
- Water main, tank or tower breaks that obstruct primary streets or arterial routes.
- Water main, tank or tower breaks that disrupt the supply of drinking water to lifeline facilities inside or outside Portland.

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- Water main, tank or tower breaks that disrupt the supply of drinking water to customers inside or outside Portland for periods longer than a few hours.

4.6.8   Incident Commanders

Incident Commanders may request the notification of the POEM Duty Officer when an incident poses an unusual or extreme risk to public health or safety requiring coordination among response agencies or the assistance of agencies beyond the scope of routine mutual aid.

The following table summarizes hazardous events and the corresponding public warning system to be used for disseminating information to the public.

	Social Media (Twitter)	Public Alerts / Lead Bureau or POEM Website	FirstCall Community Notification System / Authorized by [1]		EAS / Authorized by		Media Releases
Boil Water Notice	✓	✓	✓	Water Bureau IC, POEM Director, Mayor	*	Lead Agency IC or PIO, POEM	✓
Civil Unrest	✓	✓	✓	Police Bureau IC, POEM, Mayor			
Debris Flow (major)	✓	✓	✓	Lead Bureau IC, POEM Director	*	Lead Agency IC or PIO, POEM	
Earthquake (post event information)	✓	✓	✓	Lead Bureau IC, POEM, Mayor	*	Lead Agency IC or PIO, POEM	✓
Evacuation (large scale)	✓	✓	✓	Lead Bureau IC, POEM, Mayor	✓	Lead Bureau IC, POEM, Mayor	
Flood Advisory Flood Watch	✓	✓					
Flood Warning Levee Failure Dam Failure	✓	✓	✓	PBOT or Water Bureau IC, POEM, Mayor	*	Lead Agency IC or PIO, POEM	✓
Hazardous Material Spill (any requiring evacuation or shelter in place)	✓	✓	✓	Fire Bureau IC, POEM Director	*	Lead Agency IC or PIO, POEM	
Power Outages (brown/blackouts)	✓		✓	POEM, Mayor			
Public Health Emergency	✓	✓	✓	Lead Bureau IC, POEM Director, County Health	*	Lead Agency IC or PIO, POEM	✓

[1] Assumes scale or timing of event merits use of the FirstCall community notification system.
* Instead of an activation of the EAS, broadcasters may be asked to display crawling tickers at the bottom of their broadcast feeds.

	Social Media (Twitter)	Public Alerts / Lead Bureau or POEM Website	FirstCall Community Notification System / Authorized by [1]		EAS / Authorized by		Media Releases
Severe Weather (windstorm, heat)	✓	✓					✓
Sewage Releases	✓	✓	✓	BES IC, POEM Director			✓
Space Weather (solar flares, impact by asteroid/space debris)	✓	✓	✓	Lead Bureau IC, POEM Director			✓
Structural Collapse	✓	✓	✓	BDS or PBOT IC, POEM			
Terrorism / Cyber attack (confirmed event)	✓	✓	✓	Police Bureau IC, BTS IC, POEM, Mayor			✓
Tornado Warning	✓	✓	[2]	POEM Director	✓	POEM, National Weather Service	[3]
Tsunami[4]	✓	✓					✓
Volcanic Eruption (ash fall)	✓	✓	✓	PBOT IC, POEM	*	Lead Agency IC or PIO, POEM	✓
Water Main, Tank or Tower Break	✓	✓	✓	Water Bureau IC, POEM Director			✓
Wildland Fire	✓	✓	✓	Fire Bureau IC, POEM Director	*	Lead Agency IC or PIO, POEM	✓
Winter Weather (snow/ice)	✓	✓					✓

[2] Assumes not enough time to issue a message via the FirstCall community notification system or media release.
[3] Assumes not enough time to issue a message via the FirstCall community notification system or media release.
[4] Assumes secondary impact from coastal evacuees.
* Instead of an activation of the EAS, broadcasters may be asked to display crawling tickers at the bottom of their broadcast feeds.

5 Plan Development and Maintenance

5.1 Plan Administration

The update of this Annex is the responsibility of the POEM Director. The Director will facilitate the vetting and coordination of this Annex with stakeholders and the community. All plans will be reviewed and approved by the Emergency Management Steering Committee and Disaster Policy Council prior to adoption by Portland City Council.

5.1.1 Record of Plan Changes

The Annex will be reviewed annually and following each tabletop, functional or full-scale exercise, declared emergency or disaster. Revisions will occur as prescribed in the applicable after action report and improvement plan (AAR/IP). Between the date of Council adoption, updates and revisions to the plan will be tracked and recorded in the following table. This process will ensure the most recent version of the plan will include these changes.

Table 6-1 - Record of Plan Changes for Notification and Warning Annex		
Date	Change Number	Summary of Changes
February 2011	Original Release	
May 2011	A	Clarified activation procedures for use of FirstCall system.

5.1.2 Plan Distribution

Distribution of the Annex will be done electronically using the Adobe Portable Document Format (.PDF) version 8 or later. The Annex will be posted on the www.portlandoregon.gov/oem intranet website. Electronic copies will contain *hyperlinked text* (in blue) that will allow users to immediately jump to other portions of the document or to associated information on the Internet. Paper copies will not be distributed but will be available upon request.

6 Authorities and References

6.1 State of Oregon

- Chapter 401, Oregon Revised Statutes – Emergency Management and Services

6.2 City of Portland

- Chapter 3.124 – Portland Office of Emergency Management
- Chapter 3.125 – Disaster Policy Council, Portland City Code
- Title 15 – Emergency Code

6.3 Plans and Policies

- Basic Emergency Operations Plan, City of Portland
- POEM Duty Officer Standard Operating Procedure
- BOEC Standard Operating Procedures:
  - 10.20.010 – Emergency Alert System
  - 10.20.010.a1 – EAS Launch Instructions
- Severe Weather Alert & Severe Weather Emergency Warming Center Standard Operating Procedure, Portland Housing Bureau

6.4 Other Documents

- Commercial Mobile Alert System, Federal Communications Commission
- Emergency Alert System, Public Safety and Homeland Security Bureau, Federal Communications Commission
- Integrated Public Alert and Warning System, Federal Emergency Management Agency
- National Warning System Operations Manual, Federal Emergency Management Agency
- Next Generation DM-Framework and Enhanced DM-OPEN 2.0, Federal Emergency Management Agency
- Oregon Emergency Management NAWAS