

City of Kansas City, Missouri

311 Action Center and Emergency Operations Center Communications Plan

The Local Emergency Operations Plan (LEOP) for the City of Kansas City provides the framework for preparation and response to a variety of disasters and emergencies. All City departments are governed by this plan. The 311 Action Center and the Emergency Operations Center developed the information and communication plan in line with the LEOP.

The Communication Plans for the 311 Action Center and the Emergency Operations Center are based on three levels of EOC activation.

LEVEL 1 – POTENTIAL INCIDENT

STAFF	RESPONSIBILITY
EOC operational with minimal staff	Notify 311 Action Center Management
	Monitor situation
	Provide updates to 311 Action Center Management
311 Action Center Management	Monitor updates from EOC
	Place 311 staff on standby for emergency/on call
	schedule
	Inform public only that EOC has activated to monitor

LEVEL 2 – MODERATE INCIDENT

STAFF	RESPONSIBILITY
EOC operational with full staff by shifts	Activate Web EOC
	Monitor situation
	Coordinate activities and communications
311 Action Center Management by shifts	Report to the EOC
	Place 311 Call Takers on emergency/on call schedule
	Coordinate Responder telephone traffic at EOC
	Enter information statements into the PS CRM system
	Update Web EOC with PS CRM mapping data

LEVEL 3 – SEVERE INCIDENT AND EVACUATION

STAFF	RESPONSIBILITY
EOC operational with full staff by shifts	Issue press releases through City PIO and 311 Action
	Center
	Coordinate all activities and communications at EOC
	Provide evacuation routes to 311 Action Center on site
	Activate Web EOC - Regional, County, State, etc. as
	needed
	Staff EOC will all appropriate responders
	Utilize 311 data to prepare damage assessment routes
311 Action Center Management	Report to EOC for continual coverage by management
	staff
	Place 311 Call Takers on emergency schedules
	Provide 311 Call Takers to the EOC as needed
	Activate the 311 Back Up Facility as needed
	Enter continual updates in PS CRM for call takers to use
	in responding to the public.
	Update Web EOC with data from PS CRM
	Generate reports on all call data received in 311 Action
	Center
311 Customer Service Representatives	Report to the 311 Action Center or the EOC per
	emergency schedule
	Enter all call information into PS CRM
	Provide the appropriate standard responses entered in
	PS CRM to the public
	Notify supervisor of any special circumstances reported

COMMUNICATIONS FLOW CHART – INCIDENT INFORMATION CYCLE

Emergency Operations Center Team

Coordinate information to be provided to the public.

Provides information to 311 Action Center Manager on site at EOC.

311 Action Center Manager

Add and update the information in the CRM system.

Code and categorize the information for easy access and reporting.

Emergency Operations Center Team and 311 Action Center Manager

Prepare press releases asking the public to contact the 311 Action Center for the most up to date information. All telephone numbers and web address are provided for people outisde the city limits.

The 311 Action Center staff

Provide requested incident information from the CRM system only.

Record the contact information in the CRM system by code, location, and incident address.

311 Action Center Manager

Post reports of key events, call information, and locations on Web EOC for access by all entities.

Prepare maps and route sheets of damage, problems, issues, etc., using CRM data.

Emergency Operations Team

Continually update information and provide to the the 311 Action Center Manager on site.