



# 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

