

Portland Bureau of Emergency Management

Annex C | Alert and Warning



PORTLAND BUREAU OF EMERGENCY MANAGEMENT

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I. Introduction

A. Purpose

This Annex sets expectations for City bureaus to issue public warnings that direct residents and others to take lifesaving actions, and to share timely internal alerts about incidents that may require coordination through the Bureau of Emergency Management.

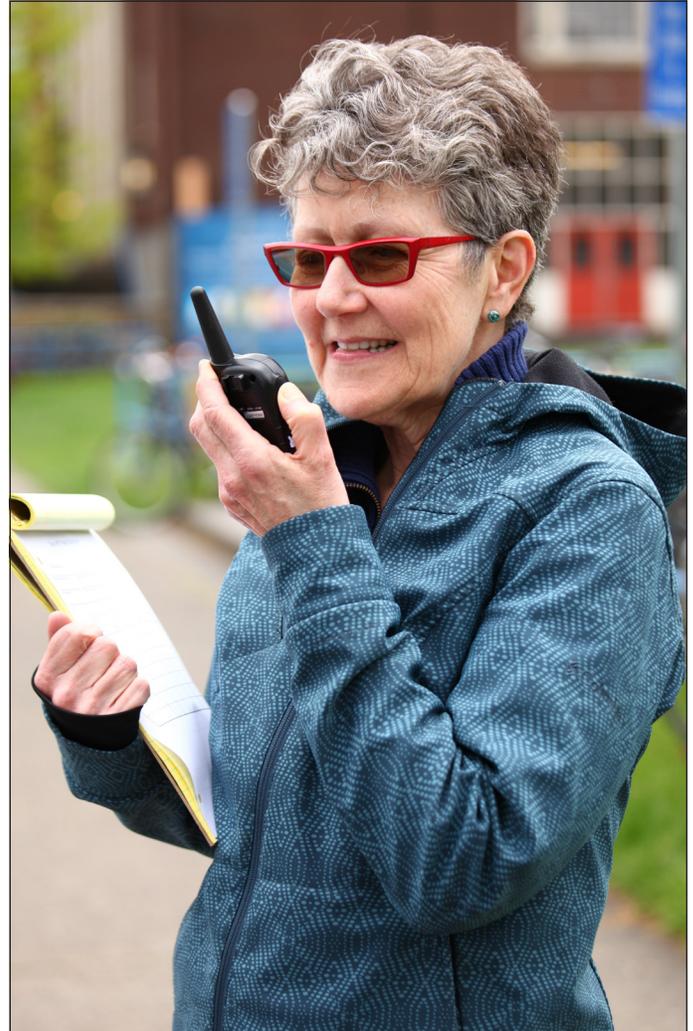
B. Scope

This Annex supports the City of Portland’s Basic Emergency Operations Plan (BEOP) and applies to all City bureaus. In this annex, “alert” refers to an internal notification between City bureaus or other partners that communicates an incident is occurring or is imminent. “Warning” refers to a message sent to the public that provides safety instructions, typically to evacuate, stay indoors, or boil water.

This Annex includes the following notification systems and methods:

1. Emergency Alert System (EAS)
2. Wireless Emergency Alerts (WEA)
3. Community Emergency Notification System (CENS)
4. Media releases and social media
5. In-person notifications
6. Loudspeakers

The Annex also describes incidents that require alerting the Portland Bureau of Emergency Management (PBEM), and PBEM alerting other City bureaus.



C. Objective

The objective of this Annex is to ensure that the City consistently issues clear and effective public warnings and makes timely internal alerts for coordinated incident response. It explains who has authority to activate notification systems and when they should be used.

II. Situation and Assumptions

A. Situation

1. Some incidents occur with little or no notice and do not provide enough time to warn the public to take a safety action (e.g., earthquake).
2. The scope of an incident is not always clear at the outset, and some incidents that do not initially appear serious will escalate.
3. In general, PBEM relies on the lead response bureau(s), Portland Bureau of Emergency Communications (BOEC), or a partner agency (e.g., National Weather Service) to alert PBEM of an emerging incident or planned event.
4. Internal alerts will often be made via email for slow-moving events and by phone or text message for urgent events.
5. To warn the most people at risk in an emergency requires the use of multiple methods to:
 - a. Capture the public's attention, regardless of location or time of day.
 - b. Ensure safety actions are communicated to all in the affected area, including those with limited English proficiency or access and functional needs.
 - c. Reach people who rely on different communication tools (i.e. social media, traditional media, telephone, email, and text).
6. As the hazard and danger to public safety become known, a warning will be developed with appropriate:
 - a. Content.
 - b. Format.
 - c. Communication tools.
 - d. Time(s) for releasing each message.
7. Effective warnings require communicating the nature, extent, and expected impact of a hazard as well as clear, concise, and decisive information concerning safety actions.
8. Bureau public information officers (PIOs) or other representatives will share information regarding a significant incident using the [FlashAlert system](#) (for press releases), bureau websites, social media accounts (including PublicAlerts.org), directly contacting media outlets, and/or other means.



B. Assumptions

1. This Annex is only intended to address initial alerts to City bureaus and warnings to the public.
 - a. The relationship between City bureaus during an emergency after the initial warning is outlined in the Coordination, Direction, and Control Annex.
 - b. The ongoing coordination of public messaging is addressed in the City of Portland Emergency Public Information Plan and Portland Metropolitan Region Emergency Public Information Concept of Operations Plan.
 - c. Some incidents require the mobilization of the City and regional joint information system (JIS), including the activation of a joint information center (JIC).
2. If an incident occurs suddenly and the situation evolves rapidly, information may be incomplete or unconfirmed. Every effort will be made to provide full and complete information with the original message, but if that is not feasible the life safety instructions will be disseminated immediately.
3. While every effort has been made to ensure the reliability of the notification systems the City uses, the successful delivery of messages is dependent on external networks and providers outside the City's control. Overwhelmed communications systems could impair the ability to notify the public and coordinate among emergency responders.
4. The City of Portland and Multnomah County CENS is in addition to other notification systems used by neighboring jurisdictions, schools, and universities, or other public or private organizations.
5. Various factors can influence the public's response to a warning message:
 - a. Interpretation – different people listening to the same message may come to different conclusions.
 - b. Previous experience – often people rely on previous experiences to determine what actions to take.
 - c. Observations – most people will seek either first person or media confirmation after receiving a warning.
 - d. Misinformation – the spread of misinformation can happen quickly. It is important to provide multiple ways for the public to easily verify information in the warning.
 - e. Perception of risk – people make rapid assessments of their safety. If their perception of personal risk is high, people will act quickly. If their perception is low, they may delay acting.
 - f. Understanding of surroundings – visitors and new residents may lack knowledge of Portland's hazards or local names of monuments or attractions, impacting their response to a warning.
6. Populations with access and functional needs, including but not limited to, people with disabilities, non-English speakers or those who speak English less than well, and the hearing impaired and deaf require special consideration.

III. Concept of Operations

A. General

Timely and accurate emergency alerts to City bureaus and warnings to the public can prevent or reduce harm. Messages should follow the seven principles explained below.

1. Describe the hazard in plain language.
2. Specify the geographic area or population affected.
3. Explain actions the public should take to stay safe.
4. State what harm or damage has occurred or is expected.
5. Tell people what responders are doing to manage the incident.
6. Provide timely updates and “all clear” messages when it is safe to resume normal activities.
7. Provide resources to obtain additional information, such as a website, address, or phone number.

B. Message Format

When a hazard threatens public safety or creates a significant service disruption and a warning needs to be issued, the Incident Commander (IC) of the lead response bureau will determine the geographic area, timing of delivery, message duration, and appropriate public safety instructions. Pre-scripted message templates have been developed by bureau PIOs to expedite the delivery of warnings to the public. Whenever possible, warnings should include:

1. The specific location of the hazard, using intersections, streets, or other clear signifiers; avoid colloquial landmarks that visitors may not know.
2. A brief description of the hazard.
3. The intended audience.
4. Recommended safety actions (e.g., stay indoors or evacuate).
5. Expected duration of the incident.

C. Notification Systems & Methods

The following is a list of systems that are available to City bureaus to warn the public. The narrative describes how they work, when they ought to be used, and who can activate them. It also describes who the messages are expected to reach, and who they are most likely missing.

The discussion illustrates that no communication method can be expected to reach everyone in the community, and that multiple dissemination methods, and the request to “please share this message,” will usually reach the most people possible.

In most circumstances, warnings are approved by the lead bureau IC in consultation with the lead bureau PIO. The IC and PIO consider the reach of their notification method with other factors discussed earlier, including the timing and expected duration of the event, and the desire to avoid alarming or confusing messages.

Table 2, which follows the narrative in this section, is provided as a quick reference that summarizes the tools.

1. Emergency Alert System (EAS)

The Emergency Alert System is a national public warning system that may be used by state and local authorities to deliver important emergency information.¹ EAS interrupts radio and television broadcasts across the media market to deliver safety instructions. The National Weather Service is the agency that most often activates the EAS in Portland.

For incidents other than severe weather, BOEC provides access to EAS. EAS television broadcasts must be captioned, per FCC rules, so this method can reach people with vision or hearing impairment. They are also intended to be short and in plain language. However, broadcasts are usually only in English.

Because of the large geographical area served by EAS ([per the Oregon EAS Plan](#)), use is 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.

The use of EAS is authorized by the IC of the lead response bureau, the PBEM Director, or the Mayor. Upon authorization, activation may be initiated by the BOEC Supervisor.

2. Wireless Emergency Alerts (WEA)

WEA allows countywide and regional text warnings to be delivered directly to WEA-enabled mobile devices. WEA messages target individual counties, but some bleed over beyond county lines can be expected. The public does not need to register for this service. WEA geo-locates individuals so messages will reach all WEA-capable devices within the specified area, including visitors.

WEA uses a unique ring tone and vibration to signal that an alert has arrived; this is particularly helpful to people with hearing or visual impairment. WEA messages are limited to 90 characters, typically warning the recipient of the type of incident and recommended safety action (e.g., stay indoors or evacuate). They are currently transmitted only in English.

WEA is intended to complement EAS.

The use of WEA is authorized by the IC of the lead response bureau, the PBEM Director, or the Mayor. Upon authorization, activation may be requested through the BOEC Supervisor and initiated by the PBEM Duty Officer.

WEA is the same technology used to transmit Amber Alerts for missing children; however, cities cannot send Amber Alerts. In Oregon, Amber Alerts are issued by Oregon State Police.

¹ FCC website: www.fcc.gov/general/emergency-alert-system-eas

3. Community Emergency Notification System (CENS)

CENS is a system operated jointly by the City of Portland and Multnomah County. It is capable of transmitting warnings to most landline phones, and to residents who register their mobile phone or email address through the website PublicAlerts.org. CENS is used for urgent safety warnings to stay indoors, evacuate or take other safety actions. Messages are short and written in plain language.

When people register via PublicAlerts.org, they can sign up to receive voice, text, and email messages for their home or business address or the address of another person they care for. The system is also capable of sending pre-scripted messages in the ten languages most commonly spoken in Portland (Spanish, Vietnamese, Russian, Chinese, Japanese, Arabic, Laotian, Romanian, Somali, and Ukrainian). For these reasons, CENS is potentially one of the most effective methods for communicating urgent messages to residents, including those with access and functional needs. CENS cannot reach people with urgent messages if they do not have a telephone.

The use of CENS is authorized by the IC of the lead response bureau, the PBEM Director, or the Mayor. Upon authorization, activation may be initiated by the PBEM Director, PBEM Duty Officer, BOEC Supervisor, other system administrator (Portland Water Bureau) or Multnomah County Emergency Management Duty Officer).

When a CENS message is authorized, the PBEM duty officer sends the message fol-

lowing the established SOP, and logs the incident in WebEOC. The duty officer does not notify the media of the CENS activation. However, the lead response bureau should consider a media release in support of the CENS message (see below).

4. Media releases and social media

The lead response bureau's PIO will issue media releases (in coordination with other City bureaus) via the FlashAlert system that inform the media of planned events, service disruptions, the appropriate response to ongoing situations, and updates on the status of response and coordination activities following a significant incident. In most cases, the information is also shared on Portlandoregon.gov, and disseminated via social media, including on the PublicAlerts.org website. All bureaus responsible for issuing warnings should have an established way of posting a warning on PublicAlerts.org.

Media releases are not only a means of communicating a warning, but help the media amplify the message and provide a verified information source to the public. Many people who receive an emergency text message or phone call will seek to verify the message in the media before



taking action. Media releases may also reach people who do not have mobile phones, may reach caregivers outside the impacted area, and may generate news coverage in languages other than English. For all these reasons, they are an important complement to other methods, such as CENs.

In almost all instances, media releases should be issued when a warning is issued to the public.

PIOs also use social media such as Twitter, Facebook, Nextdoor, Instagram and other platforms to quickly inform the public. These platforms may reach people who are not watching broadcast media. Accounts are not monitored 24 hours a day nor are they considered a primary means of informing the public. This information should be reposted, when appropriate, by PBEM and other City bureaus.

The City's coordinated use of media in an emergency is described in more detail in the Portland Emergency Public Information Plan.

5. In-person notifications

In the event of a significant telecommunications disruption, or an incident where other communications tools are not appropriate or not sufficient, responders may communicate emergency information in person by going door to door or speaking to people in public places, including people living outside.

In-person notifications are effective to communicate with people who have barriers to

receiving messages in other formats, including people who do not own phones, televisions or computers; people with physical and cognitive impairments, and people who do not speak English well. PF&R and PPB routinely use in-person notifications for localized events such as a gas leak or police activity where they want residents to evacuate or stay indoors.

6. Loudspeakers

PPB and PF&R have the ability to issue warnings through the use of loudspeakers on their vehicles. Examples where this may be appropriate include a widespread evacuation, a hazardous materials incident, or during a civil disturbance as part of crowd control efforts. This method is effective in reaching most people, except those with hearing impairments.

7. Variable message boards

PBOT and ODOT both have variable message boards that can be deployed to warn motorists of hazards, such as high water. These message boards are effective in warning approaching travelers. They are most often used in concert with other methods. The PBEM Duty Officer or the City ECC may suggest or request the use of message boards from PBOT and ODOT EOCs.

TABLE 1 | Warning Tools

System	When to use	Activation Contact	Methods	Who it reaches	Who it doesn't reach
EAS	<ul style="list-style-type: none"> The situation is imminent. The situation is life threatening to the public. The public must be provided with safety instructions. Other warning methods would be ineffective.² 	<ul style="list-style-type: none"> National Weather Service (NWS). BOEC Supervisor. 	<ul style="list-style-type: none"> Television. Radio. NOAA Weather Radios. 	<ul style="list-style-type: none"> People watching TV or listening to the radio in the geographic area of the warning. EAS on TV is captioned per FCC rules. 	<ul style="list-style-type: none"> People who aren't watching broadcasts. People who do not understand English well.
WEA	<ul style="list-style-type: none"> The situation is imminent. The situation is life threatening to the public. The public must be provided with safety instructions. Other warning methods would be ineffective.³ 	<ul style="list-style-type: none"> NWS. Presidential Alert. PBEM Duty Officer. 	<ul style="list-style-type: none"> Text message on WEA-enabled mobile phones. 	<ul style="list-style-type: none"> People with mobile phones who are physically in the geographic radius of the warning. Many phones can be set to read text messages aloud. 	<ul style="list-style-type: none"> People without phones. People who do not understand English well.
CENS	<ul style="list-style-type: none"> The situation is imminent. The situation has the potential to be life threatening to the public. The public must be provided with safety instructions. 	<ul style="list-style-type: none"> BOEC Supervisor. PBEM Duty Officer. 	<ul style="list-style-type: none"> Text Message. Phone call. Email. 	<ul style="list-style-type: none"> Listed and unlisted numbers with home or business addresses in the geographic radius of the warning. 	<ul style="list-style-type: none"> People that don't have a landline phone, don't register a mobile phone in CENS, and are not associated with a Water Bureau billing account (landlord pays utilities). People who do not understand English well and have not registered another language preference. Visitors to the targeted geographic area, including employees who don't have a direct line and haven't registered their work address. People who are hearing-impaired and have not registered for text messages or emails.
MEDIA RELEASES & SOCIAL MEDIA	<ul style="list-style-type: none"> There is a public interest in the situation. In conjunction with other communications tools. 	<ul style="list-style-type: none"> IC. Lead Bureau PIO. 	<ul style="list-style-type: none"> FlashAlert system. Portlanoregon.gov. PublicAlerts.org. Social media (Twitter, Facebook, etc.). 	<ul style="list-style-type: none"> News media. People watching local broadcast or social media. 	<ul style="list-style-type: none"> People not watching local media.

² All four criteria must be present to activate EAS

³ All four criteria must be present to activate WEA

System	When to use	Activation Contact	Methods	Who it reaches	Who it doesn't reach
IN-PERSON	<ul style="list-style-type: none"> When situation is imminent. When the public must be provided with safety instructions. When other methods would be ineffective or take too long to implement. When the affected area is geographically small and/or there is advance warning of the hazard. 	<ul style="list-style-type: none"> PPB. PF&R. 	<ul style="list-style-type: none"> Knocking on doors. Speaking to people in camps or public places. 	<ul style="list-style-type: none"> Most people in the affected area. 	<ul style="list-style-type: none"> People inside who do not answer the door.
LOUD SPEAKERS	<ul style="list-style-type: none"> When situation is imminent. When the public must be provided with safety instructions. When other methods would be ineffective or take too long to implement. When the affected area is geographically small and/or there is advance warning of the hazard. 	<ul style="list-style-type: none"> PPB. PF&R. 	<ul style="list-style-type: none"> Loud- speakers on PPB and PF&R vehicles. 	<ul style="list-style-type: none"> Most people in the affected area. 	<ul style="list-style-type: none"> People with impaired hearing or who do not understand English.
VARIABLE MESSAGE BOARDS	<ul style="list-style-type: none"> When motorists are a target audience 	<ul style="list-style-type: none"> PBOT ODOT 	<ul style="list-style-type: none"> Variable message boards along roads 	<ul style="list-style-type: none"> Motorists and passengers 	<ul style="list-style-type: none"> People who are not traveling



IV. Concept of Operations for Alerts

PBEM is the coordinating bureau for emergencies involving two or more bureaus in non-routine response. Timely notification is critical so that PBEM may begin coordination in the early stages of an incident.

1. PBEM relies on the lead response bureau(s), BOEC, IC, or other partner agency to alert PBEM of an emergency.
2. Bureau representatives should alert the PBEM Duty Officer when a significant incident or event occurs that meets one or more of the following:
 - a. Continuity of Operations (COOP) — any situation that activates a bureau's continuity of operations plan
 - b. Duration – any disruptive, non-routine, unplanned incident expected to continue beyond a single operational period (work shift).
 - c. Complexity – any incident that involves more than three bureaus in critical response tasks.
 - d. Resources – any situation that requires resources not provided by routine operational procedures or mutual aid.
 - e. Possibility of escalation – PBEM should be notified of a routine event that has the potential to escalate beyond routine.
 - f. Media interest – any incident that attracts significant media attention due to social, cultural, economic, political, technical, or legal impacts (on staff or the public) and may have an impact on public safety.
3. When the PBEM Duty Officer is alerted to an incident or event by a page, or by an email or phone call from the PBEM Director, PBEM Operations Manager, any Bureau Incident Commander, or the Mayor or the Commissioner-in-Charge of PBEM, they will complete the following:
 - a. Create a log entry in WebEOC and monitor the situation until its conclusion. Creating a log entry will generate an automatic notification to all PBEM Duty Officers, the PBEM Director and PIO, Multnomah County Emergency Management, and members of the EMSC.
 - b. If the incident or event triggers ECC enhanced operations, as per the Enhanced Operations WebEOC Entries job aid, the PBEM duty officer will create a new incident in WebEOC and make additional notifications per the job aid.
 - c. If the incident causes the ECC to go to partial or full activation, the PBEM Duty Officer will activate the ECC per the ECC Responder and Building Activation SOP and make notifications per that SOP. Notifications will include: the PBEM Director, Operations Manager, PIO, and other PBEM duty officers; the EMSC and regional partners; the Multnomah County Duty Officer; BTS; and OERS.

TABLE 2 | Triggers to Alert PBEM

The chart below shows triggers by incident on when to alert the PBEM Duty Officer.

System	Lead agency; notifying agency (if different)	Trigger(s) to alert PBEM Duty Officer
AVIATION INCIDENTS	Port of Portland; BOEC	Automated page through Computer Aided Dispatch (CAD); triggered by incident type code at BOEC.
CIVIL DISTURBANCE	PPB; BOEC	An event is likely to consume a significant amount of resources, could escalate, or generates significant public interest. Automated page through Computer Aided Dispatch (CAD); triggered by incident type code at BOEC.
COMMUNICATIONS OUTAGE	Office of Management and Finance – Bureau of Technology Services (OMF-BTS) or Facilities (OMF-Facilities), depending on the cause of the outage; BOEC for a 911 outage.	The activation of a bureau or Citywide COOP plan; BTS will notify PBEM of any outage that affects over 20% of City workers. A 911, CAD, or 800 MHz outage triggers an automated page through Computer Aided Dispatch (CAD) when the paging system is working.
CYBERATTACK	Unified Command (UC) - OMF-BTS and PPB; BTS or FBI	The activation of a bureau or Citywide COOP plan; affects over 20% of City workers.
DAM FAILURE	UC – PWB and PBOT; BOEC	At “Potential Failure is Developing” as defined in the Portland Water Bureau’s respective Emergency Action Plan (EAP).
EARTHQUAKE	UC – PPB, PF&R, PBOT, PWB	
EVACUATION (OCCURS WITH ANOTHER INCIDENT)	UC – PF&R, PBOT, Multnomah County; BOEC for most incidents	When IC anticipates a need to transport or shelter residents (other than single-family house fire).
EXPLOSIVE DEVICE	PPB; BOEC	Automated page in CAD when the Metropolitan Explosive Disposal Unit (EDU) is dispatched.
FIRE	PF&R; BOEC	Automated page in CAD for third alarm or greater, or sub-station fires; triggered by incident type code at BOEC.
FLOOD	PBOT; NWS, BES, MCDD	At “Event Advisory” stage.
HAZARDOUS MATERIALS – SPILL	PF&R; BOEC	Automated page in CAD for HAZMAT III or higher; triggered by incident type code at BOEC.
LANDSLIDE	PBOT, BDS; BOEC	Automated page in CAD triggered by incident type code at BOEC.

System	Lead agency; notifying agency (if different)	Trigger(s) to alert PBEM Duty Officer
LEEVE FAILURE	UC – PBOT and Multnomah County Drainage District (MCDD)	When MCDD goes to Enhanced Operations.
MASS CASUALTY INCIDENT	PPB, PF&R; BOEC	Automated page in CAD triggered by incident type code at BOEC.
PANDEMIC	Multnomah County Health Department (MCHD), Oregon Health Authority	Activation of MHCD Incident Management Team.
RAILROAD DERAILMENTS	PF&R; BOEC	Automated page in CAD triggered by incident type code at BOEC.
SEVERE WEATHER WARMING CENTERS/SHELTERS	Joint Office of Homeless Services	Forecasted temperature or wind chill 25° F (-3.9° C) or below for four hours or more overnight. Forecasted snow accumulations of 1.0 inch or more sticking to the ground in most locations. Forecasted temperature at or below 32° F (0° C) with driving rain of 1.0 inch or more overnight.
SEVERE WEATHER COOLING CENTERS/SHELTERS	Multnomah County Public Health	The first calendar day of the year when the temperature is forecasted to reach 90 degrees. The temperature is forecasted to reach 95 degrees for at least two consecutive days. The temperature is predicted to reach 90 degrees for five or more days. When deemed necessary by the Director of Multnomah County Emergency Management or designee.
SEVERE WEATHER – WIND/SNOW/ICE	PBOT; NWS	NWS-defined technical triggers that indicate significant public impact.
SEVERE WEATHER– THUNDERSTORM/ TORNADO	NWS	NWS-defined technical triggers that indicate significant public impact.
STRUCTURE COLLAPSE	PF&R, BDS; BOEC	Automated page in CAD triggered by incident type code at BOEC.
TERRORISM	UC – PF&R and PPB; BOEC	Automated page in CAD triggered by incident type code at BOEC.

System	Lead agency; notifying agency (if different)	Trigger(s) to alert PBEM Duty Officer
VOLCANIC ERUPTION	PBOT; USGS	At USGS alert level "Watch."
WILDLAND INTERFACE FIRE	PF&R; BOEC	Automated page in CAD for fires greater than 100' by 100' triggered by incident type code at BOEC.



V. Organization, Responsibilities, and Triggers

A. The Mayor and City Council are responsible for providing general oversight of the City's emergency management program, including the authorization and appropriation of resources necessary to establish and maintain alert and warning systems. They will notify the PBEM Duty Officer if any of the following occur:

1. Conditions that make the Mayor or the Mayor's successor unable or unavailable to perform duties during an incident or event.
2. City Hall COOP activation.

B. 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, emergency preparedness, and incident response for specific hazards. These plans prescribe specific notification thresholds consistent with this Annex for communicating the occurrence of hazardous incidents to PBEM, City bureaus, and the public at large.

C. The Disaster Policy Council (DPC) advises the Mayor concerning emergency management issues before, during, and after an emergency. In 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.

D. The Portland Bureau of Emergency Management (PBEM) coordinates emergency management activities within the City and among its regional partners in the public, private, and non-profit sectors. PBEM administers the PublicAlerts.org website and PublicAlerts Twitter feed, and is one of the agencies responsible for launching CENS and WEA at the request of the IC. The bureau also maintains the City ECC, which helps facilitate coordination among City bureaus and outside agencies in an emergency.

E. The Bureau of Emergency Communications (BOEC) has a key role in the City's alert and warning protocols; it answers 9-1-1 calls and dispatches police, fire, and medical incident response for all public safety agencies within Multnomah County.

BOEC is also the City's access point to EAS and the primary interface for requests to activate CENS or WEA. And BOEC also serves as the local National Warning System (NAWAS) Primary Warning Point (PWP). A NAWAS PWP is staffed 24 hours a day and is responsible for disseminating warnings to local government officials from NWS and other federal and state agencies.

BOEC staff employ set protocols for incident response. Their protocols trigger an automated page to the PBEM Duty Officer for any of the following incident types:

- 1.

1. 911 center is evacuated
2. Radio, phone, and CAD fail at the 911 center
3. IC requests a CENS message
4. NAWAS warning is triggered at BOEC
5. Third-alarm or greater fire
6. Wildland fire
7. Fire in an electrical vault or at an electrical substation
8. Fire in a tunnel
9. Metropolitan Explosives Disposal Unit (EDU) dispatched
10. Hazardous Materials incident level III or above
11. Mass casualty incident
12. Weapons of mass destruction (WMD) incident
13. Trench cave-in or natural disaster
14. Train derailment
15. Plane on fire
16. Plane in river
17. Plane hijacked or attempted hijacking
18. Bull Run Dam breached
19. Bull Run, Mt Tabor, or Washington Park Reservoir breached

BOEC also notifies the PBEM duty officer if an IC or elected official requests to activate EAS or WEA, or if PF&R requests NET assistance.

F. Bureau of Development Services (BDS) will notify the PBEM Duty Officer of structure damage that requires emergency sheltering, or of a city building collapse.

G. Bureau of Environmental Services (BES) will notify the PBEM Duty Officer of the occurrence of any of the following incidents:

1. The release of a hazardous material at a wastewater treatment plant.
2. Any release of sewage to ground or water that threatens public health.
3. Extended disruption of wastewater treatment services when the duration of the disruption is unknown or undetermined.
4. Predicted flooding of Johnson Creek.
5. Bureau COOP activation.

H. Portland Fire & Rescue (PF&R) would notify PBEM of a COOP activation for their bureau. BOEC would automatically notify the PBEM Duty Officer of other significant incidents where Fire is the lead response bureau.

I. The Joint Office on Homeless Services will notify the PBEM Duty Officer any time a severe weather notice has been issued.

J. Portland Parks and Recreation will notify the PBEM Duty Officer of the occurrence of any of the following incidents:

1. Suspected contamination of its facilities.
2. Closure of natural areas or recreation areas during periods of extreme fire danger, flooding or other emergency causes. Public health incident among patrons or staff.
3. COOP activation.

K. Portland Police Bureau (PPB)

would notify PBEM of a COOP activation for their bureau. BOEC would automatically notify the PBEM Duty Officer of other significant incidents where Police is the lead response bureau. Police incidents are subject to possible redaction or sequester for security purposes.

L. Portland Bureau of Transportation (PBOT)

will notify the PBEM Duty Officer of the occurrence of any of the following incidents:

1. Any landslides blocking roadways or rights-of-way, unexpected closures of arterial routes or primary streets, and all incidents likely to affect mass transit operations.
2. Planned closures and maintenance activities expected to disrupt arterial routes, primary streets, or transit operations.
3. When the bureau incident command post is activated for snow/ice, flood, or other emergency operations.
4. Cancellation of large/citywide planned events.
5. COOP activation.

M. The Portland Water Bureau (PWB)

will notify the PBEM duty officer of the following:

1. Possible or imminent failure of a dam or reservoir.
2. Actual, threatened, or suspected contamination of the drinking water supply.

3. Water main, tank, or tower breaks that obstruct or disrupt transportation routes inside or outside of Portland.
4. Water distribution system damage sufficient to disrupt distribution of drinking water to a major portion of the water service area.
5. When the bureau incident command post is activated for boil water or other emergency operations.
6. Bureau COOP activation.

N. The Bureau of Technology Services (BTS)

will notify the PBEM duty officer of the following:

1. 800 MHz public safety radio outage.
2. Internet/email outage.
3. Telecommunications disruption.
4. Unplanned facility closure due to power outage or other COOP event.

O. Incident Commanders (ICs) may notify the PBEM 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.

VI. Plan Development, Maintenance, and Review

A. Ownership

The update of this Annex is the responsibility of the PBEM Planning and Community Resilience section. All PBEM emergency plans and annexes will be reviewed and approved by the DPC.

B. Periodic Review

This Annex will be reviewed and revised (as necessary) following EAS, WEA, or CENS activations, but no less than every three years.

C. Consultation

The PBEM Planning Manager will ensure this plan is reviewed with stakeholders including the EMSC and City PIO group prior to promulgation.

VII. Authorities and References

A. Statutes

1. [Oregon Revised Statutes \(ORS\) Chapter 401](#) – Emergency Management and Services.

B. Ordinances

1. Portland City Code – [Title 15 Emergency Code](#).

C. Plans and Procedures

1. Portland Basic Emergency Operations Plan (BEOP).
2. PBEM Duty Officer Standard Operating Procedure.
3. BOEC Standard Operating Procedures – 10.20.010 – Emergency Alert System – 10.20.010.a1 – EAS Launch Instructions.
4. Portland Coordination, Direction, and Control Annex.
5. Portland Emergency Public Information Plan (forthcoming).

6. Portland Metropolitan Region Emergency Public Information [Concept of Operations Plan](#).

D. Other Documents/References

1. [Wireless Emergency Alerts](#), Federal Communications Commission
2. [Emergency Alert System](#), Public Safety and Homeland Security Bureau, Federal Communications Commission.
3. [Integrated Public Alert and Warning System](#) (IPAWS), Federal Emergency Management Agency.
4. [National Warning System Operations Manual](#), Federal Emergency Management Agency.
5. [AMBER Alert](#).
6. [A Child is Missing](#) (ACIM).

**Portland Bureau of
Emergency Management**

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