

# **Emergency Operations Plan**

## **Template**

**January 22, 2021**

Purpose: The purpose of the Emergency Operations Plan is to identify the key resources, personnel and processes that will be prepared and used to respond during disasters, outages, and other events to ensure communications are available.

## Characteristics of Emergency Communication Plan

1. The plan must be able to be enacted quickly.
2. Leadership throughout your organization must support the plan.
3. All personnel operating in accordance with the plan must be familiar with the plan and all modifications that may be made from time to time and included in exercises of the plan.
4. The plan must include a process to inform senior leadership of the status of the emergency and any updates on the situation.
5. The plan must identify specific people and / or processes that will be used to brief updates internally and externally.
6. The plan should include prepared statements that can be used to quickly issue statements to the media and other organizations.
7. The plan should include a process on keeping key state agencies such as Cal OES and the CPUC advised of the emergency.
8. The plan should identify how key state agencies such as Cal OES and the CPUC can always contact your organization for inquiries during an emergency.
9. The plan should include a communication process that will be used to keep internal stakeholders informed and equipped to meet the needs of the emergency.
10. The plan should be adaptable to the changing events that typically surround any emergency.
11. All communications should focus on information and facts that are relevant to the emergency as they are available. In the absence of any details, the plan should include a process to proactively keep key internal and external stakeholders informed.
12. The plan should include a process to provide key state agencies such as Cal OES and the CPUC an after-action review report/improvement plan after each emergency event.
13. The plan must include a regular process to review, exercise and update the plan.

## Elements of Emergency Communication Plan

1. A list of internal contacts that includes email addresses and phone numbers.
2. A list of external contacts, such as government agencies, vendor and subcontractor contacts, media, and other key agencies.
3. Key forms and reports that will be used for internal and external communications.
4. Process to establish and maintain either a virtual or physical Incident Command Center that will be used to support the Emergency.
5. Process that will be used to develop and issue briefs to state agencies, media, and customers during an emergency.
6. Process to provide regular status updates on all deployed resources until no longer deployed.
7. Process and courses that will be used to train emergency communications team.
8. Process that will be used to rapidly disseminate emergency information to employees, stakeholders, suppliers, clients, government agencies and other external entities; and

## Cal OES and CPUC Components of Emergency Communication Plan

1. Ability to analyze emerging situations and prepare for disasters and emergencies
2. Process for requesting emergency communication support – to include deployable assets such as Cell-On-Wheels (COWs) and Cell -On-Light-Truck, (COLTS).
3. Process used to prepare and test back up power sources.
4. Process used to augment back up power requirements.
5. Process used to establish a command center that can mobilize teams needed to support the emergency.
6. Process used to establish community support teams to support impacted communities during an emergency based on need (e.g., Wi-Fi calling and charging stations).
7. Process used to create staging areas for incoming equipment and personnel.
8. Process used to forward deploy resources in safe zones.
9. Process used to coordinate with local and state officials, State Offices of Emergency Management, DHS, FEMA, and the FCC as appropriate.
10. Process used to monitor evacuation efforts and routes.
11. Process used to identify opportunities to adjust telecommunication's capacity in certain hubs/zones (e.g., shelters, transport hubs, arenas, etc...).
12. Process used to deploy portable generators, COWs, Satellite or Microwave as needed to support network restoration.
13. Establish comprehensive strategy for network recovery.
14. Process used to ensure public safety officials, emergency first responders, and others have adequate communications support.
15. IP backbone redundancy and failover plan.
16. Process used to support customer outreach and support.
17. Process used to coordinate with electric utilities.
18. Process used to support the California Network Outage Reporting as directed by the FCC and the CPUC.
19. Process used to support California Community Isolation Outage Reporting as identified in Government Code section 53122 and Regulatory Section 2480.
20. Process used to support Emergency Disaster Declaration Reporting as identified in CPUC Decision 19-08-025.