

CHAPTER 17
ACTIVATION LEVEL 2
VIRTUAL COORDINATION OPERATIONS

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References:

- (a) Emergency Operations Plan
- (b) Delegation of Authority and Succession for the Director of Emergency Management (OEM Policy 141113)
- (c) Multiagency Coordination System (MACS) Contingent Staffing Plan (OEM Policy 150316)
- (d) Watch Officer (OEM Policy 150401)
- (e) Activation Level 2 (OEM Policy 150609)
- (f) Incident Management Handbook (USCG 2014)
- (g) FEMA Incident Action Planning Guide (2012)

VIRTUAL COORDINATION OPERATIONS

CONCEPT OF OPERATIONS

The MACS Level 2 activation is intended to be a virtual coordination protocol which will either remain virtual for the duration of the incident and/or serve as a bridge to opening a physical EOC. Level 2 operations may be initiated with or without first activating at Level 3 – Situation Monitoring based on incident needs. It may also be initiated when winding down from a Level 1 full EOC activation when a physical coordination location is no longer needed but coordination operations have not been fully wound up and terminated.

The core of the activation is a conference call set by the OEM Watch Officer to facilitate meetings outlined in Chapter 3. Ordinarily, this call would first support the Coordination Briefing but this pattern would follow and support any of the meetings and briefings established in the MACS Planning Cycle. Subsequent conference calls or “reconvenes” are set before the first call is completed so all call participants know when to call back in. Reconvenes are set at date and time certain and at intervals to be determined by the MACS/EOC Director based on incident needs.

The Level 2 call will be supported at least by an open incident on the OEM COP HSIN site. An incident must be properly entered into the Minneapolis EM Response Incident Log at the time the conference call is scheduled. **Action items and any reconvene date and time must be logged as part of the incident Action Log.** This will allow others to know when the meeting is taking place if they need to join or if they do not record the reconvene date and time during the previous conference call. The Level 2 activation may also be supported by opening an Adobe Connect room if a more dynamic information sharing environment is needed. If a room is open, the URL for the Connect room must be logged into the incident log template in the appropriate place.

OEM has established a “default” group to join the Level 2 activation conference call and maintains that list in Swiftreach as the MACS Advance Team. In order to initiate a Level 2 Activation, the MEOCD or Watch Officer uses the Swiftreach website to simultaneously call, text and email the MACS Advance Team.

The MACS Advance Team is deliberately kept small so a quick initial assessment can be made. Other people may be added to this activation and/or subsequent meetings at the discretion of the MACS/EOC Director.

CRITERIA FOR ACTIVATION

Chapter 1 outlines the circumstances under which a multiagency coordination system Activation Level 2 -- MACS Advance Team may be activated. This SOG outlines the procedures for such activation and defines the notifications that will constitute activation.

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ACTIVATION METRICS

Under the *Emergency Operations Plan (EOP)*, OEM is charged with standing up the virtual EOC within thirty minutes. The physical EOC must be stood up within one hour of notification. OEM must arrange for staffing for continuous operations based on no more than twelve-hour shifts. *Emergency Operations Plan*, Annex B, p. 28.

ACTIVATION CHECKLIST

The OEM Watch Officer is responsible for assuming the role of the initial MACS/EOC Director and accomplishing the following:

- A. Develop Coordination Plan (ICS 201).** Determine need for Level 2 Activation, develop and document Incident Briefing and initial coordination plan based on current information (ICS 201). Determine MACS organization, resources needed and maintain log of actions, strategies and tactics. Track resources ordered, arriving and assignments. Consider assistance needed to implement this checklist under the circumstances.
- B. Assess Telephone Network Availability.** Virtual coordination depends on telephone contacts. Begin an incident 205A to supplement the communications plan in the current Watch Officer Coordination Plan. Assure that network capacity exists for planned conference calls. Evaluate use of GETS or WPS to override traffic. If telephone contact is not reliable, a physical meeting may be required.
- C. Advise D-OEM and Activate OEM General Staff.** Make assignments to implement initial coordination plan. Activate LNO, PIO and PSC as needed.
- D. Update COP.** Create new or update existing OEM COP incident to Activation Level 2 and add supporting information.
- E. Identify Meeting Participants.** Determine if agencies other than default MACS Advance Team need to be part of conference call and gather contact information. Current contact information (not for public or media release) is maintained on the COP under Operations and on the OEM M Drive:

<M:\Coordinator\Emergency Management\Operations\Multiagency Coordination\Coordination Team Lists>
- F. Determine Meeting Time.** Set at time for the briefing to begin (10-15 but no more than 30 minutes after the page is sent) to allow for participants to receive notification and join the call under the circumstances (time, weather, communication, response operations, etc.).

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- G. Prepare Meeting Agenda and Information.** Review appropriate meeting agenda (ICH Chapter 3) and make any amendments required by incident needs. Prepare briefing and any visual aids.
- H. Open Connect Room.** Determine if an Adobe Connect room is needed and, if so, open the room. Post the URL in the Incident Log.
- I. Confirm MACS/IC Interface.** Determine IC point of contact and means to join conference call. Advise IC when conference call will happen and how to access the call.
- J. Update OEM Advisory List.** Advise “OEM Advisory” email group, plus Mayor, Chief of Staff, Mayor OEM Liaison, Council President, City Coordinator and Deputy City Coordinator. Use form message below.
- K. Open OEM Conference Bridge.** 1-888-850-4523, Access 612-673-3177, moderator code required.
- L. Send Alerts.** Via Swiftreach website, send to “MACS Advance Team” and any additional attendees identified in step 4:
 - 1. Voice Message “OEM Level 2 Immediate”
 - 2. SMS Message “OEM Level 2 Immediate”
 - 3. Email Message “OEM Level 2 Immediate”
- M. Manage Check-Ins.** As participants join the call, identify yourself, acknowledge participants, log them on the ICS 201 and advise that the briefing will start at a time certain.
- N. Facilitate Meeting.** Introduce yourself. Announce roll call based on check-ins. Ask for anyone else on the call who has not checked in and update roll. Advise that the call is not open to the media or the public and that any members of the media or public must hang up. Cover meeting agenda verbally. Conduct meeting per agenda.
- O. Determine Reconvene.** If needed, set a date and time certain for a reconvene.
- P. Update COP.** Post update, meeting products and reconvene information to COP.

STAFFING

Staffing virtual coordination operations starts with the MACS Advance Team but can be expanded or contracted based on incident needs.

The Swiftreach “MACS Advance Team” list will reach the following persons.

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- MACS/EOC Director
- OEM Director
- MECC Director
- Policy Group Coordinator (City Coordinator)
- Public Information Officer (City Communications)
- Liaison Officer (OEM Staff)
- Operations Section Chief (OEM Staff)
- Planning Section Chief (OEM Staff)
- Finance Section Chief (City Finance)
- IC/UC or Point of Contact (Responding Agency/Agencies)
- Branch Director for Responding Agencies (Dept. Liaison)
- IT Officer
- Legal Officer

The following additional personnel may be added:

Departmental Branch Directors

- Police
- Fire
- Health
- Public Works
- Regulatory Services
- Others as needed

Assisting/Cooperating Agencies

- Minneapolis 311
- Minneapolis Park and Recreation Board
- Minneapolis Public Schools
- Hennepin County Emergency Management
- Minnesota HSEM
- Others as needed

FORMS

OEM Advisory, Activation Level 2

Subject: Virtual EOC Activated - OEM at Activation Level 2

Due to an emergency situation, OEM has activated the virtual Emergency Operations Center. OEM is now at Activation Level 2 - Multiagency Coordination System Operations.

VIRTUAL COORDINATION OPERATIONS

MACS Advance Team Members ... stand by for notification and further instructions via voice call, SMS and email within the next 30 minutes.

Agency representatives ... prepare appropriate personnel for possible physical EOC activation.

Do not join the conference call or report to an emergency operations center unless directed to do so.

Current information and contact information is posted on the OEM Common Operating Picture website:

<https://hsin.dhs.gov/sltt/MN/mpis-oem/Pages/OEMStatus.aspx>

HSIN credentials are required for access.

Continue to monitor official sources, including your email, and the media, for further updates. Take appropriate protective and response actions. Anticipate disruption of communication networks ... locate GETS cards or WPS information ... radios or alternate communication means ... and go-kits. Prepare to activate departmental, personal or family emergency plans.

ICS Forms

Standard ICS forms should be used to document and plan for coordination operations in the development of an Incident Coordination Plan. The Coordination Plan must focus on the coordination mission, not duplicate the Incident Action Plan. An ICS-201 and ICS-205A should be developed for each incident where multiagency coordination is required.