

CEWG Report on Emergency Response

Early Notification System

Edward Pineda, Heath Foott, Gordon Ross, and Stephen Littlejohn met with Monte Roberts, Communications Manager, and Sandra Davison, the Assistant Communications Manager, for the Sandoval County Regional Emergency Communications Center. We learned the following:

1. The Center uses Code Red, a commercial telephone computerized emergency notification system. This system is similar to such programs as "Reverse 911" and sends an automated message, specific to the emergency, to all numbers within the area identified. The system is explained at the website www.codered.com.
2. The system is implemented in May, 2007, and has already been used to notify citizens that the phone service would be interrupted in the Jemez Valley area. The system covers Sandoval County only.
3. The County has purchased the 911 database of numbers, which must be maintained and is updated monthly. It includes both residences and businesses. Individuals can opt out or add additional numbers such as cell phones on the municipal website. (This option is not yet operational, but will be implemented soon.)
4. The program allows designated users with security passwords to identify the area to be called, which can be as small or large as necessary. This can be done quickly by authorized users from any computer.
5. Users can also define additional lists to be notified (e.g., city manager, etc.).
6. The automated message will inform citizens of the emergency and actions they should take. The emergency coordinator, in consultation with the local Emergency Operations Center (EOC) and personnel on the ground, makes the determination about what should be included in the message.
7. The system keeps a record of the numbers called and the percentage of connections made. Re-dialing can be programmed into the system. (In Jemez Valley case, the connect rate was only 28%, although this may be less than would be expected in an urban setting because of the potential number of part-time residents in Jemez Valley.)
8. In the case of an emergency at Intel, the Intel emergency coordinator would contact the County emergency coordinator, who would then activate Code Red.
9. Intel could subscribe to the system independently, but it would need to build its own database of telephone numbers, as only government agencies are authorized to use the 911 database. Intel could use its own system for any level of warning it deemed necessary.
10. The Regional Emergency Communication Center does not have an evacuation plan. This is the responsibility of each municipality.

Internal Intel Process

Richard DeWeese, the Site Emergency Manager at Intel, provided the following information about its internal system:

Emergency Identification: At Intel our Emergency Response Program is designed to deal with conditions that are not under the control of a system or operator. The following is a list of Emergency Classifications that our ERT is trained for: Chemical spill, Gas Release, Fire/Smoke, Medical, Security Centered Events, Odors, Power Interruptions, Life Safety Systems alarms, and other (any real or perceived emergency called in to the Security Command Center).

Systems: Systems are monitored through Life Safety Systems (fire detection, smoke detection, gas detection, etc..) alarms or other type alarm systems which display on alarm panels in the Security Command Center.

Personnel: Administrative controls (procedures and training) provide direction for all personnel by defining what is an emergency and what to do in an emergency. This is as basic as evacuating the immediate area and calling Security from a safe location. Information provided is who, what, when, where and why.

Response: Intel's Emergency Response program is based on the six step general response protocol on the following page, which has been designed as a sequence of actions to take in the event of an emergency. This is backed up with our Emergency Response Contingency Plan (what we do) and our Emergency Response Procedures (how we do it), which is maintained and sent out to Rio Rancho, Corrales, and Sandoval County EM's / Fire Chiefs, and Lovelace West Mesa Hospital Emergency Room. Because of 9/11 this information is no longer made available for the general public.

General Response Flow

