Emergency and Crisis Communications Plan

SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT

Cañada College • College of San Mateo • Skyline College

February 29, 2024
March 14, 2022
April 25, 2019

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Functional Annexes

The flowing Crisis and Emergency Communications Plan shall serve as a functional annex in the San Mateo County College District's Emergency Operations Plan (EOP). The plan will also function as a standalone document, and will include a Record of Change and Distribution.

Functional annexes focus on critical operational functions and the courses of action developed to carry them out. This section of the EOP describes functions that may be expected and courses of action specific to the college(s). In the future, a need to prepare additional or different annexes may develop; such annexes should be included here as well.

While each function is described separately in these annexes, it is important to remember that many functions will occur *consecutively*. For example, a shelter-in-place during an emergency may be implemented but if a building is damaged, an evacuation of that building may be initiated.

Often, multiple functions will also be performed *concurrently*. For example, during an evacuation, once all individuals are safely out of the building, the accounting for students, faculty, staff, and visitors function will begin. The evacuation function, however, will still be in effect as college personnel or first responders work to locate and evacuate any unaccounted-for persons.

While functions build upon one another and overlap, it is not necessary to repeat any particular course of action found in one functional annex if it appears in a second function. For example, though an evacuation may lead to reunification, it is not necessary to list a course of action for reunification within the Evacuation Annex.

NOTE: This is not a complete list of functional annexes, yet it is recommended that as additional necessary functions are identified, they be added to this EOP.

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Record of Change

Date of Change	Description of Change	Change Approved By
March 14, 2022	Clarity of JIC Addition of SOP for CAT Notification New Emergency Hotline Provided	Mitchell Bailey Ana Pulido

*Significant changes should be documented and identified in back of this document. It is recommended the Emergency & Crisis Communication Plan be updated every 3 years or when there is extensive number of changes

Record of Distribution

Department/Agency	Name and Title	Version	Date

Overview of Emergency Communication

INTRODUCTION

The San Mateo County Community College District Crisis Communications Plan provides procedures for the coordination of communications both internally and externally in the event of a crisis situation. The plan outlines the roles, responsibilities and protocols necessary to guide the administration in sharing information with all of the district's audiences during an emergency or crisis. This plan is designed to handle all situations including those which would not necessarily evoke the activation of the Emergency Operations Plan, but *do* require an organized message be put forth to the stakeholders of the district. This plan can be utilized as an Annex in the EOP, or can function as a standalone document.

GUIDING PRINCIPALS

In all communications during a crisis, SMCCCD will strive to be accessible, prompt, compassionate, honest, and informative. Sharing information with the local and extended campus community is, and shall remain, a district communication priority. Students, staff, parents, as well as the media will want to know what is happening. Sharing information does not include sharing every detail, but rather controlling the flow of information that is released. This allows people to make decisions, and is part of providing post-incident care. The district shall strive to share accurate updated information, on a regular schedule, in a transparent manner. The District's communication practices align with the tenants of crisis communication, and include the following (Bernstein, 2015):

1. Anticipate Crises

2. Identify a Crisis Communication Team

3. Identify and Train Spokespersons

4. Establish Notification and Monitoring Systems

5. Identify and Know Your Stakeholders

6. Develop Holding Statements

7. Assess the Crisis Situation

8. Prepare and Deliver Timely, Accurate, and Clear Communications to All Relevant Stakeholders

9. Post-Crisis Analysis

When an emergency occurs in the Community, it is vital to communicate information in an efficient manner. This may require immediate access to communication channels and stakeholders. Communication may be internal to the organization (to students/employees), or external to the District (surrounding community). Communication may require public information or notifications to community members, employees, students, and stakeholders. The communication between the surrounding community and the District is bi-directional. Community members include residential neighboring tenants, members, city officials, and non-student/employee campus pedestrians.

RISKS AND VULNERABILITIES

Two categories of incidents represent the risks and vulnerabilities that this plan is designed to address, although not all of the below will necessarily result in the activation of this plan:

❖ Emergencies: Incidents that threaten human life, safety, health, property or the environment. Examples might include:
   • Student or staff death (suicide or homicide) related to the District
   • Student or staff violence
   • Natural disasters
   • Terrorism
❖ Business Interruptions: Incidents that interrupt the process of education, research or other transactions essential to the District's mission. Examples might include:
   • Critical utility outages
   • Demonstrations or unlawful building occupations
   • ITS system failures or disruptions
   • Data breaches

AUTHORITY

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics (Clery Act)

EMERGENCY NOTIFICATIONS:

Under the Clery Act, every institution is required to immediately notify the campus community upon confirmation of a significant emergency or dangerous situation occurring on the campus that involves an immediate threat to the health or safety of students or employees. An "immediate" threat as used here includes an imminent or impending threat, such as an approaching forest fire, or a fire currently raging in a campus building.

Emergency notification must be immediate after confirmation of a legitimate emergency, or dangerous situation. Confirmation does not necessitate knowledge of all pertinent details. Emergency Notification Procedures shall comply with *The Handbook for Campus Safety and Security Reporting* (Chapter 6).

TIMELY WARNINGS:

The Clery Act requires institutions of higher education to alert the campus community to certain crimes that are reported to campus security authorities or local police agencies, and are considered to represent a threat to students and employees. These alerts must be done in a manner that is timely and that will aid in the prevention of such crimes. The Clery Act does not include a specific definition of "timely." However, the intent of a timely warning is to enable people to protect themselves; therefore, warnings should be issued as soon as pertinent information is available. The decision to issue a timely warning will be made on a case-by-case basis, considering the nature of the crime, the danger to the campus community, and the possible risk of compromising law enforcement efforts.

Colleges must include in the annual security report a policy statement that accurately reflects the institution's timely warning policy and practice. The policy specifies the circumstances under which the college will issue a timely warning, how those timely warnings will be distributed, and the individual or office responsible for issuing a timely warning. Colleges must take appropriate steps to ensure that timely warnings are communicated to individuals with disabilities, including those who have hearing or vision disabilities, as effectively as they are to others. Information on the annual report on campus crime is available at: http://www.smccd.edu/publicsafety/annualreport.shtml

Family Educational Rights and Privacy Act (FERPA)

FERPA is a federal law that protects the privacy of student education records. The law applies to all educational agencies and institutions that receive funds under any U.S. Department of Education program. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to students when they reach the age of 18 or attend a school beyond the high school level. Students to whom the rights have transferred are "eligible students." The Family Policy Compliance Office at the U. S. Department of Education administers FERPA.

Records created and maintained by the institution's public safety unit are not likely to fall into the protected definition of "education records." Treatment records are also not considered education records. In a college setting, treatment records typically include those created and maintained at the campus health clinic. Postsecondary institution officials must balance safety interests and student privacy interests. FERPA contains exceptions, including the "health or safety emergency exception," and exceptions to the definition of education records, including "law enforcement unit records," which provide school officials with tools to support this goal. FERPA regulations permit college officials to disclose personally identifiable information from education records without consent to appropriate parties only when there is an actual, impending, or imminent emergency, such as an articulate-able and significant threat. Information may be disclosed only to protect the health or safety of students or other individuals. The U.S. Department of Education would not find an institution in violation of FERPA for disclosing FERPA-protected information under the health or safety exception as long as the institution had a rational basis, based on the information available at the time, for making its determination that there was an articulate-able and significant threat to the health or safety of the student or other individuals.

Health Insurance Portability and Accountability Act (HIPPA) Compliance

HIPPA is the United States legislation that provides data privacy and security provisions for safeguarding medical information. The purpose of HIPPA is to provide continuous health insurance coverage, reduce the administrative burdens and costs of healthcare, and protect Patients' Personal or Protected Health information (PHI).

The Standards for Privacy of Individually Identifiable Health Information, commonly known as the HIPAA Privacy Rule, establishes the first national standards in the United States to protect PHI. Information that is covered under PHI includes:

1. Patient's name, address, birth date and Social Security number;

2. Individual's physical or mental health condition;
3. Any care provided to an individual;
4. Information concerning the payment for the care provided to the individual that identifies the patient; or
5. Information for which there is a reasonable basis to believe could be used to identify the patient.

California Emergency Services Act

The California Emergency Service Act (Chapter 7 of Division 1 of Title 2 of the Government Code) in Article 3, Section 8568, states: "The state emergency plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." Section 8568 of the Act states, in part, that "the State Emergency Plan shall be in effect in each political subdivision of the State, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan. The California Civil and Government Codes contain several references to liability release (Good Samaritan Act) for those providing emergency services.

California Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS) is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. SEMS is required by the California Emergency Services Act (ESA) for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System (ICS), California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), the Operational (OA) Area concept and multiagency or inter-agency coordination. State agencies are required to use SEMS and local government entities must use SEMS in order to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

Incident Command System (ICS)

The Incident Command System (ICS) is a key component of NIMS and consists of five functional areas: Command, Operations, Planning, Logistics, and Finance/Administration. The latter four areas also known as General Staff positions or Sections each headed by a Section Chief. ICS is not the same as California's SEMS, nor NIMS, yet all three system are complementary and do not conflict.

DEFINING TERMS

Emergency

As defined in The San Mateo County Community College Emergency Operations plan, an **emergency** is any unusual situation that threatens the members of the campus community, the facilities of the district, or the personal property of the members of the community. Emergencies can include natural disasters, or human made disasters such as accidents, criminal acts, or civil unrest. They can originate on campus, in the surrounding community or strike simultaneously in both locations.

Crisis

A **Crisis** will include all emergency situations as listed in the paragraph above. In addition, a crisis can be less threatening in nature and still necessitate the activation of this plan. These situations can include the death of a student or faculty member, a disruption in business such as a power outage, or things of a similar nature.

Any one of these situations or a combination of them can bring about the need for crisis communications. It can be determined at the time of the incident how much of a response is necessary to effectively address the situation.

Joint Information System (JIS)
- Provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines with nongovernmental organizations and the private sector.

- Includes the plans, protocols, procedures, and structures used to provide public information.

Public Information Officers and established Joint Information Centers (JICs) are critical supporting elements of the JIS. In an emergency, the JIS provides the mechanism for integrating public information activities to ensure coordinated and consistent message development, verification, and dissemination. The JIS also supports the third principle under the NIMS public information element. Organizations participating in incident management retain their autonomy.

The departments, agencies, organizations, or jurisdictions that contribute to the JIS do not lose their individual identities or responsibility for their own programs or policies.

The JIS can be:

1. As simple as two PIOs talking on the phone about an incident that involves both of their agencies.

2. A PIO at the Emergency Operations Center (EOC) talking to a PIO at the site of the incident.

3. PIOs from several departments working together at a single location.

4. Many PIOs from many agencies working from several locations—all working together to ensure clear and accurate information is being delivered to the public.

Through the JIS, PIOs are able to create coordinated and consistent messages by collaborating to:

- Identify key information that needs to be communicated to the public.
- Craft messages that convey key information, and are clear and easily understood.
- Prioritize messages to ensure timely delivery of information without overwhelming the audience.
- Verify accuracy of information through appropriate channels, including Incident Command and relevant agencies and program areas.
- Disseminate messages using the most effective means available.

The San Mateo County Community College District maintains one PIO for each campus, and one District PIO. College PIOs maintain accountability to communicate to their Campus communities, until relived by the District PIO. The District maintains strong collaboration between all PIO personnel and Emergency Response Leadership. However, in active events, the Incident Commander must approve all District emergency communications.

Joint Information Center (JIC)
- A central location that facilitates operation of the Joint Information System.

- A location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions.

JICs may be established at various levels of government or at incident sites, or can be components of Multiagency Coordination (MAC) Systems (e.g., MAC Groups or EOCs). A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required.

College of San Mateo, Cañada College, and Skyline College shall determine the location of the JIC in coordination with the Emergency Manager and Campus Leadership. Preplanned locations have been established based on proximity to Campus/District Response Teams (CAT/EOC)

Skyline College	College of San Mateo/District Office	Cañada College
Lot L	Lot 1	Lot 1

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Crisis Communications Team (CCT)

ROLES & RESPONSIBILITIES OF THE CCT

The primary responsibility of the CCT is to provide communications counsel to District leadership regarding the potential reputational risks associated with key decisions, and to develop a communications strategy and messaging platform. This will enable leadership to increase understanding of (and support for) the District's position, and the steps it has taken. The CCT, when activated, is responsible for communications to *all* internal and external stakeholders. During an EOC activation, the Public Information Officer (PIO) reports directly to the EOC Director and is the authorized point of contact for media and government agencies that desire information regarding the incident. The PIO may be best to designate area(s) for news media to work and arrange press conferences, assembles and distributes releases and statements.

The need to collect, analyze and disseminate does not end with the culmination of any given emergency. After an emergency, sharing mental health and relief agency resources, websites and hotlines should be pursued as possible to assist the college community in all aspects of recovery

❖ *CCT Leader responsibilities include:*
  • Developing communications strategy and core messaging
  • Function as PIO in Command Staff when the EOC is activated
  • Primary liaison with communications staff across District locations
  • On-going strategic communications advice and counsel to Policy Group members as required
  • Providing input into overall communications strategy based on likely concerns raised by internal stakeholders, including faculty, staff and union leadership
  • Providing input into overall communications strategy based on likely concerns raised by local, state and national political leaders, influencers and, regulators
❖ *CCT Coordinator responsibilities include:*
  • Upon Activation, ensure the notification of all CCT members
  • As directed by CCT Leader, schedule and coordinate CCT meetings
  • Assist CCT Leader in setting agenda for each CCT meeting
  • Ensure accessibility and equipping of the CCT Meeting location
  • Assist CCT Leader in scheduling and setting agenda for District-wide communications meetings and / or communications
❖ *Media Relations responsibilities include (CCT Leader may designate or fill roll):*
  • Providing input into overall communications strategy based on likely concerns and raised by media as well as broader communications objectives
  • Primary spokesperson unless incident or event suggests otherwise
  • Materials development such as holding statements, media advisories, press releases, media-focused Q&As
  • Reactive and proactive media relations, including organizing press conferences (either virtual or in-person) and for prioritizing and managing incoming media enquiries
  • Active media monitoring, rapid outreach & response to inaccurate information
  • Developing any emails/blogs/video-postings/tweets or other proactive communications from the President/ Chancellor in support of overall external communications strategy

Emergency Notification Systems

EMERGENCY ANNOUNCEMENT SYSTEM (EAS)

The San Mateo County Community College District has installed an Emergency Announcement System (EAS) on each of the three campuses that allows emergency messages and alerts to be sent campus wide in an efficient and timely manner. Emergency alerts sent by the EAS are delivered over loud speakers mounted on building rooftops and building interiors. The command center for the device is located in Public Safety Office on each campus and will be activated under the direction of the College Presidents, Director of Public Safety, Emergency Manager, Campus Captains, or other designated personnel. The device will be utilized for emergencies related to severe weather conditions, a dangerous person on campus, an emergency situation, or other special incidents that may arise and appear to pose a potential threat to college students, faculty, staff, and visitors. In order to ensure SMCCCDs EAS is functioning properly, there shall be weekly tests delivered by the Office of Emergency Management and assessed by the Department of Public Safety.

EAS TESTING

The following procedure shall describe how the SMCCCD Public Safety Officers shall assess the operability, and functionality for each campus' EAS loudspeakers. Tests of the EAS will occur every Friday at 4:00pm (1600hrs) and shall relay the following message three times:

> *This is a test of the campus emergency text to voice alert system. This is only a test. If this where an actual emergency, you would have been given specific instructions. This is only a test.*

Public Safety Officers shall be responsible for conducting an evaluation of at least one building per week and submit an *EAS Evaluation Form* to the Office of Emergency Management for review (see Appendix A). Public Safety Officers shall inspect every building that has EAS capabilities in a systematic approach to reduce duplications of effort. Public Safety Officers shall ensure:

- The alert was broadcast over the buildings EAS
- The volume of the alert was delivered loud and clear
- The alert was successfully repeated three (3) times

The Office of Emergency Management shall be responsible for the following:

- Ensure weekly EAS Evaluation Forms are submitted for each campus
- Review EAS Evaluation Forms
- Report gaps or non-operational EAS equipment to ITS/Facilities
- Manage EAS Testing Records

ALERTME (RAVE)

AlertMe offers multiple ways to send and receive messages, including Guardian, a mobile app that enables our sender to deliver the emergency notification from any location without complex navigation.

Notifications are broadcasted via email, text/SMS, push notifications, desktop alerts, voice calls, digital signage, website portals, social media outlets, and through our EAS. The system is an *opt-out* platform, meaning all recipients are populated in the system by our administrators, and have to manually remove themselves from the system if they prefer not to receive emergency notifications. Groups created in the platform enable the administrator to determine the correct campus community to receive the notification.

Alertme shall be managed by the Office of Emergency Management, Director of Web Services, and Information Technology Services. The Public Information Officers will also collaborate on the content of emergency notifications. The District shall make every attempt to create templates for possible emergency notifications to reduce the delay in composing an alert after discovery of the emergency or event.

GWAMAIL 2.0

GWAMAIL 2.0 is a web based application used to send non-emergency and non-confidential communications to students attending one of the colleges in the District. However, the District reserves the right to utilize the application as a redundancy system if other systems fail in a crisis. GWAMAIL can also be used post-incident to update students on the recovery and education continuity timeline in a possible campus closure. Messages are delivered by SMS or college email. Email accounts are accessible over the web at http://www.smccd.edu.

Reminder: GWAMAIL is for students ONLY.

SOCIAL MEDIA

Social media sites like Facebook, Twitter, Instagram, and YouTube are valuable tools for communicating with the District's many constituencies. The District supports the use of these tools to connect with students, staff and the surrounding online community and recognizes the impact they can have, both positively and negatively, on the overall perception of the District. In the event of an emergency, AlertMe will post to Facebook and Twitter automatically. Emergency notifications on other social media sites, and updates on all sites shall be the responsibility of the College Marketing, Communications and Public Relations (MCPR) Office, in collaboration with The Office of Emergency Management.

During an incident, time will be of the essence. However, the initial information received on an incident is often fragmented, inaccurate, or outright erroneous. To maintain credibility, The District shall be cautious and avoid being first with the wrong information. The District will not hesitate to challenge social media accounts which are inaccurate or premature. In order to achieve this credibility, it shall be the responsibility of the MCPR Office (at the direction of the PIO) to monitor social media reporting as soon as possible during an incident. Once the EOC has been established the PIO, and the Situation Unit Leader (SIT-L) will information share on the all social media platforms.

WEBSITES

The San Mateo County Community College District shall utilize the homepage of the individual College Websites, the homepage of the Department of Public Safety, and the District's homepage to post emergency notifications, and updates. A scroll shall be placed at the top of the page with emergency

messages, and directions. The Web Programmer Analyst (WPA) shall be responsible for posting. If the WPA is sick or unable to post to the websites, the Communication Manager or District IT shall serve as a redundancy.

EMERGENCY HOTLINE

The San Mateo County Community College District shall offer and manage a hotline (650) 574-6610 (off-campus) and x6610 (on-campus). In the event of a crisis, the designated PIO will record up to date information of campus operations, and warnings. The intent of the hotline is to relieve dispatch from becoming overwhelmed with concerned callers, which decreases their ability to manage safety communications. Information provided on the hotline shall not identify casualties, or injured persons by name. Recording shall provide concerned callers information on incident status, continuity of operations, and directions for callers to reunify with involved parties.

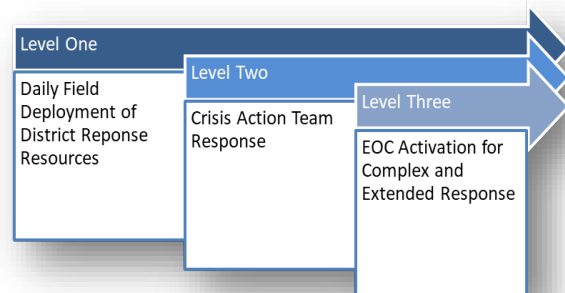*The remainder of this page intentionally left blank*

Emergency Notification Procedures

The following are the procedures the San Mateo County Community College District will use to immediately notify the campus communities upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students, employees, and visitors occurring on or near the campuses. The following procedures shall also provide a list of the titles of the persons responsible for initiating the emergency notification system, content of the notifications, and determination of campus populations to be notified.

Procedure to Notify Campus and District Crisis Action Teams
Purpose:

The following procedures shall describe how Campus and District Crisis Action Teams will be notified. At each college campus within the District, anticipated or actual emergencies may result in three different levels of response. First is that of the initial field response of resources. This level occurs daily for instances that fall short of constituting an emergency, yet require immediate attention, and represents those first on the scene of any campus-related emergency. The second level of response involves the activation of the Crisis Action Team to oversee and manage a perceived campus-related threat or emergency response. Finally, the highest response level is for complex and extended duration campus-related emergencies, embodying itself in the activation of our EOC. The three level are depicted here.

Level One — Daily Field Deployment of District Reponse Resources
Level Two — Crisis Action Team Response
Level Three — EOC Activation for Complex and Extended Response

Each college campus Crisis Action Team is composed of the following:

- College President
- Vice President of Student Services
- Vice President of Administrative Services
- Vice President of Instruction
- Director of Facilities
- Director of Public Safety
- Campus Public Safety Captain
- Campus Facility Manager
- Director of Information Technology Services
- Public Information Officer
- Executive Vice Chancellor of Operations
- Chief of Operations/Facilites
- Emergency Manager
- Director of Web Services

Rave and Cellular user groups have been formed with personnel occupying the above positions for each campus. When an emergency happens, anyone noted above is to message the appropriate Campus or District Crisis Action Teams. The message should contain the flowing information, and follow the following template:

1. This is_____.
2. I am located at_____.
3. The following _____(emergency) has happened at this location_____ (give Campus/Location).
4. Conditions are_____.
5. We are taking the following Actions_____.
6. We need the following_____.
7. I (or this person)_____ has established command.
8. I will be located at _____.
9. Standby for further communications_____.

This internal communication is requisite in ensuring all responding personnel can communicate both on site and remotely, receive up to date information, and reduce missed communications or duplications in effort. Moreover, it will identify the Incident Commander, so all responding personnel can maintain a common operating picture. Incident Command positions shall be determined on qualification/certification and pre-incident emergency planning. When Incident Command is TRANSFERRED, the above communication must be duplicated with the New Commander noted.

**The above can also be sent out over the RAVE platform through the noted procedures below.

Procedure to Determine the Content of the Emergency Notification

Purpose:

The following procedure shall describe how the San Mateo County Community College District will determine what information will be contained in an emergency notification. Content might differ depending on what segments of the District's community the notification targets. For example, in the event of an active assailant, messaging to the community on campus shall have instructions for dealing with the threat, while messaging for commuters to the campus shall instruct them to say away.

Procedure:

1. Content shall be created to respond to threats and hazards identified in the THIRA (Threat and Hazard Identification and Risk Assessment).
2. Content will be collaboratively created by the Public Information Office and the Office of Emergency Management/Department of Public Safety.
3. It is the intent of the District to create pre-written messages for a variety of threats and emergencies to reduce the delay between event and notification.
4. The District may alter messaging depending on the scope and location of the event.

5.   The District may create original notifications if the event has not been previously forecasted, or the original content in the pre-written notification fails to capture the current event.

6.   Content in the original notification need not be exhaustive or completely accurate if the urgency requires an immediate notification to reduce loss of life, property, or environment.

7.   Due diligence shall be made by the District Administration, Office of Emergency Management, the Department of Public Safety, and Public Information Office to collaboratively create, maintain, and deliver timely and accurate notifications.

8.   The District will without delay, taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency

Procedure delineating the process the District will use to confirm that there is a significant emergency or dangerous situation

Purpose:

This procedure describes the process of how the San Mateo County Community College District will confirm that there is an emergency or dangerous situation. The Handbook for Campus Safety and Security (Chapter 6, pp 6-6) stresses that the confirmation must follow a coordinated process, and that process must have dedicated and trained personnel. Confirmation of an emergency or dangerous situation is requisite in preventing panic and false information which can cause greater harm. The San Mateo County Community College District maintains multiple layers of information gathering. Emergencies and dangerous situations can be extremely varied, and therefore, may require distinct confirmation that is particular to that specific event. Geographical and weather emergencies, such as earthquakes and inclement weather, can be verified by independent sources. On the other hand, fire alarms require secondary notification from first responders, or Public Safety. When analyzing incoming information for suitability for dissemination, the information should be vetted or verified through reasonable inquiry. For the purpose of this plan, reasonable inquiry can be established by asking all of the following questions:

✧ What is the source of the information? Is the information source reliable, trustworthy, timely and verifiable?

✧ Is the information itself reliable, trustworthy and verifiable? How might this information be confirmed?

✧ Who might benefit most from use of the information? Who is the best target audience for this information?

Procedure:

1. The San Mateo Community College District shall attempt reasonable means to verify the existence of the emergency through empirical investigation. The following may be means of confirmation:
   - Eye witness accounts
   - Multiple calls
   - Alarms sounding
   - News, weather forecasts
   - Emergency Responders

2. In the chance that a delay in confirming the emergency or dangerous situation could result in future injury, loss of life, or destruction of property; the District reserves the right to send a notification that alerts the community to the possible event with appropriate message content.

3. Number two (2) above is protected under the *Good Samaritan Law*, which offers legal protection to people who give reasonable assistance to those who are, or who they believe to be, injured, ill, in peril, or otherwise incapacitated.

4. It is the stance of the District to avoid delay under the Duty to Rescue Law, which requires people to offer assistance and holds those who fail to do so liable.

5. All employees shall not deviate from their Scope of Practice, which describes the procedures, actions, and processes that a healthcare practitioner is permitted to undertake in keeping with the terms of

their professional license. The scope of practice is limited to that which the law allows for specific education and experience, and specific demonstrated competency.

Procedure for how the District will initiate the Emergency Notification System, and who is responsible for initiating the Emergency Notification System

Purpose:

The San Mateo County Community College District shall initiate Emergency Notification as soon as an emergency or dangerous situation is confirmed. This procedure shall delineate how the alerting system is activated, and a chain of authority relating to who shall be responsible for initiating the notification system. The District values notification redundancies as a fail-safe if a designated person is unable or unavailable to initiate the system. Having a chain of authority will also reduce duplication of efforts, and eliminate multiple alerts initiated for the same event.

Procedure:

1. San Mateo County Community College District shall staff Public Safety Dispatch from 6:30am-10:00pm, Monday through Friday.
2. Public Safety Dispatch can be notified of an Emergency by one or more of the following:
    • Land line/campus phone/911 call from campus land line
    • Cell phone
    • Media notification
    • Walk-in/In-person counter report
    • Radio by Public Safety in the field
    • Radio by Campus Captain/Floor Manager/Facilities
    • Call from emergency services
    • Fire Alarm/Water Flow Alarm
3. Upon confirmation of the emergency, the on-duty Public Safety shall be PRIMARILY RESPONSIBLE for initiating the Emergency Notification System. The Department of Public Safety shall also make contact with designated officials.
4. After 10:00pm, on weekends, and holidays, the on-call Public Safety Supervisor shall be PRIMARILY RESPONSIBLE.
5. If the Department of Public Safety is unable to send immediate notification, the Emergency Manager shall be next responsible to initiate the Emergency Notification System. The Chief of Public Safety and/or Emergency Manager shall contact District/College Administration immediately.
6. If the Department of Public Safety, or Emergency Manager are unable to initiate the system, the Public Information Officer, or ITS (in conjunction with Campus Administration) shall initiate the emergency notification system.
7. Secondary Notifications, or follow-up notifications clarifying the initial notification, may be delivered by the PIO and/or ITS after confirmation with Emergency Management on the current status of the incident.

Procedure to determine appropriate segment of the District Community to receive an emergency notification

Purpose:

The San Mateo County Community College District maintains the flexibility to alert only the populations that are determined to be at risk in an emergency. For example, in the case of a gas leak on a single campus, the District may decide to only notify students and employees who attend or are employed on that specific campus. However, the District also reserves the flexibility to alert the entire District of that same gas leak if notification is beneficial for populations that use multiple campuses for employment or education.

Procedure:

1. The entire District community shall be notified when there is at least the potential that a very large segment of the District's community is at risk, or when a situation threatens the safety and/or operation of multiple campuses.
2. If the first notification only addresses part of the District's community, there will be a continuing assessment of the situation, and additional segments of the District's community may be notified if a situation warrants such action.
3. The determination to which District groups shall be notified shall be determined by College/District Administration, the Department of Public Safety, and Emergency Management.
4. Community Groups will be created collaboratively. Identification, creation, and the onboarding of these Groups into the Emergency Notification System will be determined by District/Campus Administration, Public Safety, Emergency Management, Public Information Office, and Web Services Management.

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San Mateo County Community College District Alert Levels

Purpose: The California Office of Emergency Services (Cal OES) requires distinguishing emergency alerts from non-emergency alerts. RAVE (the SMCCCD emergency notification platform) institutes this distinction by requiring all emergency alerts utilize a five-digit short-code. All operational messages (non-emergency communications) must be delivered through a 10-digit long-code. All emergency text messages sent through Rave must use this profile. Incorrect use of the Emergency SMS Profile could result in carrier-required suspension of the SMCCCD domain from the Rave platform.

An emergency is any event that poses an immediate threat to life, health, and/or property. Emergencies require urgent action to respond to, lessen, or avert potential impacts. An emergency message is any message pertaining to an emergency, such as alerts, situational updates as the response progresses, all-clear messages announcing an incident's conclusion, and post-incident updates or instructions about recovery actions. Drill and test messages that simulate an emergency for practice and policy compliance reasons also qualify as emergency messages, because of their crucial part in allowing organizations to practice proper response measures.

Operational events do NOT threaten life, health, and/or property at the time of sending. They may require urgent action to respond to, lessen, or avert potential impacts, but those impacts do not carry sufficient risk to categorize them as an emergency. Operational alerts and distinguished as URGENT ALERTS within the District's protocols (details below).

Procedure:

1. The SMCCCD shall maintain plans, policies, and protocols for distinguishing alert levels.
2. The SMCCCD OEM shall be primarily responsible for plan creation and District training.
3. The SMCCCD utilizes four (4) different alert levels:
   a. **Crime Alert (Timely Warning)**: Clery requirement; Crime statistic reporting; Crime prevention (A Timely Warning may also rise to an emergency or critical alert).
   b. **Emergency Alert:** Time-sensitive warning/notification about dangerous or disruptive events and/or campus/district closures (may include Clery Act crimes)
   c. **Critical Alert:** Time-sensitive instruction on immediate action required to prevent loss of life or injury (may include Clery Act crimes)
   d. Urgent Alert: Time-sensitive information about potentially dangerous or disruptive events; follow-ups to events that have been resolved and/or are no longer classified as emergency alerts
4. All RAVE templates will be classified according to the four alert levels
   a. SMS texts will be distinguished by Alert type
   b. Email and emergency website alerts will include Alert Headers (See below)
5. All four Alerts are time-sensitive, and shall be delivered through RAVE.

San Mateo County Community College District Alert Levels Table

	CRIME ALERT (Timely Warning)	URGENT ALERT (Informational Notification)	EMERGENCY ALERT (Emergency Notification)	CRITICAL ALERT (Emergency Notification)
Purpose	Clery requirement; Crime statistic reporting; Crime prevention	Time-sensitive information about potentially dangerous or disruptive events; follow-ups to events that have been resolved and/or are no longer classified as emergency alerts	Time-sensitive warning/notification about dangerous or disruptive events and/or campus/district closures (may include Clery Act crimes)	Time-sensitive instruction on immediate action required to prevent loss of life or injury (may include Clery Act crimes)
What for?	At a minimum, for crimes that are 1. reported to campus authorities, 2. there is an ongoing threat, and 3. serious, such as one of the Clery Act reportable crimes: Criminal homicide (murder and manslaughter); Sex offenses (rape, fondling, incest, statutory rape); Robbery; Aggravated assault; Burglary; Motor vehicle theft; Arson. *A Timely Warning may also rise to an emergency or critical alert.*	Any potentially dangerous or disruptive events that may impact the campus community. Examples include, but are not limited to, road closures/accidents/special events that may impact traffic or affect campus access, inclement weather warnings, ITS disruptions, cyber-attacks, mountain lion sighting, construction work in progress on campuses.	Any significant event that may disrupt instruction, business or be hazardous/dangerous to the district community. Examples include, but are not limited to, poor AQI, PSPs, major ITS disruptions, cyber-attacks, local emergencies, and inclement weather. Clery-Act-required messages for assaults, homicides, robberies, and other covered incidents. Drill and test messages that simulate an emergency for practice and policy compliance reasons also qualify as emergency messages.	Any dangerous event that is an immediate threat to life, health, and/or property. Examples include, but are not limited to, fire, explosion, chemical release. active shooter, earthquake, riot. Clery-Act-required messages for assaults, homicides, robberies, and other covered incidents.
Who is sent the alert?	The affected campus community	Only forecasted impacted parties	Can be tailored to just those affected, such as a single building that is evacuated. May be sent to entire campus or districtwide.	The entire campus community or districtwide
When do we send the alert?	As soon as enough information is available from Public Safety and/or local law enforcement to adequately describe the threat	Can be delivered in advance or during the event	Immediately upon confirmation of the event	Immediately upon confirmation of the event
Who needs to approve it?	1. On-site public safety supervisor (public safety director, public safety captain, emergency management, or alternate) AND 2. On-site head administrator (chancellor, president, or delegee)	1. On-site public safety supervisor (public safety director, public safety captain or alternate) OR 2. Emergency management staff OR 3. Lead administrator (chancellor, president, or delegee) OR 4. Lead ITS administrator OR 5. Facilities manager	I. On-site public safety supervisor (public safety director, public safety captain or alternate) OR II. Emergency management staff OR III. Lead ITS administrator AND 3. Lead administrator (chancellor, president, or delegee)	IV. On-site public safety supervisor (public safety director, public safety captain or alternate) OR V. Emergency management staff AND VI. Lead administrator (chancellor, president, or delegee)
Who sends the alert(s)?	College or District PIO, public safety, ITS	College or District PIO, public safety, emergency management staff, ITS, facilities	College or District PIO, public safety, emergency management staff, ITS	College or District PIO, public safety, emergency management staff, ITS
How?	Via Rave to Email. May also include long-code text and social media, depending on the incident.	Via Rave to email, Outlook to email, and/or post on emergency webpage, depending on incident. May also include long-code text and social media.	Via Rave emergency broadcast to phone, short code text, email, RSS feed, Alertus, emergency webpage post, homepage alert bars. May also include campus EAS announcements.	Via Rave emergency broadcast to phone, short code text, email, RSS feed, Alertus, emergency webpage post, homepage alert bars/interrupter. May also include campus EAS announcements.

Alert Level Headers for Email and Emergency Websites

District	Cañada College	College of San Mateo	Skyline College
CRIME ALERT	CRIME ALERT	CRITICAL ALERT	CRIME ALERT
CRITICAL ALERT	CRITICAL ALERT	CRIME ALERT	CRITICAL ALERT
EMERGENCY ALERT	EMERGENCY ALERT	EMERGENCY ALERT	EMERGENCY ALERT
URGENT ALERT	URGENT ALERT	URGENT ALERT	URGENT ALERT

Two-Way Radio Communications Plan

The San Mateo County Community College District maintains a central full-time dispatcher Monday through Friday, 0630-2200. Dispatch utilizes Computer Aided Dispatch (CAD) software to aid in resource tracking and communication record keeping. Dispatch also attends phone calls for the three campuses; assigns officers to calls for service; and maintains interoperability with local law enforcement. The contact number for dispatch is 650-738-7000. Dispatch is also notified when any attempt is made to dial 9-1-1 from a campus telephone.

Two-Way Radio Hardware

The San Mateo Community College District Department of Public Safety currently utilizes the Motorola MotoTrbo Digital UHF and the Kenwood TK-3173 radio system to communicate with all DPS personnel; Office of Emergency Management, Facilities; District Chancellor/Vice-Chancellor; Building Captains; and the San Mateo Police Department. Each officer carries one XPR 7550e-Portable radio that is monitored at all times. There are two DPS patrol vehicles on each campus. Each patrol vehicle is equipped with an XPR 5550-Mobile radio.

The District also utilizes the Kenwood TK-3173 UHF compact portable radio, the newer NX-3200, and the Kenwood TK-880 UHF FM mobile radio. These radios are used daily by facilities in inter-college communications, but serve as an interoperable communication tool during a crisis or emergency. These radios can transmit to the Department of Public Safety on the *Public Safety Channel* (repeated throughout District)*,* or can communicate on *Local 1 & 2 Channel* within the campus (non-repeated). The following groups have been assigned radios:

- • Facilities
- • Administrators
- • Emergency Operation Centers (EOC)
- • Campus Health
- • Information Technology Services (ITS)
- • Bookstores
- • Children's Development Centers (CDC)
- • Building Captains/Floor Managers

Both radio systems utilize roof-mounted repeaters that connect all three colleges. When the repeaters receive a transmission, it is broadcasted district-wide, ensuring all officers will receive the transmission. The analog system can utilize repeaters to transmit across the District, but only when on the *Public Safety Channel.* The Kenwood radios lack ability to communicate with police and fire, and can only monitor the Motorola radios when officers switch to the *Public Safety Channel*.

The repeaters are located on the following buildings at each campus

Radio System	College of San Mateo	Skyline College	Cañada College
Motorola Repeater	Building 10	Building 7	Building 9
Kenwood Repeater	Buildings 7 & 19	Building 6, 23	Buildings 9 & 13

Two-Way Radio Distribution Procedures

Radios for Building Captains are purchased through the Emergency Management Budget. Radio allocation is jointly determined through the Office of Emergency Management, the Office of the Vice President of Administrative Services, and the Department of Public Safety. The determination of employee radio apportionment shall be based on the following parameters:

Employees shall be:

- Building Captains, or
- Engaged in emergency response, recovery, and planning, or
- Geographically isolated on campus grounds
- Geographically located in poor WiFi and Cellular worksite settings

All College Campuses shall maintain a Building Captain Radio Cache of at least 10 Radios. The intent of the radio cache is to provide responding Building Captains or emergency response personnel radios in the event theirs are missing or not functioning. The Building Captain Radio Cache shall be maintained at the College Department of Public Safety.

Record Keeping for radio allocation shall be maintained by the Vice President of Administrative Services, and the Office of Emergency Management. Hard copies shall be stored with Public Safety Dispatch for reference in the case of an event. All Building Captains must ensure radios are returned to the Office of Emergency Management at the end of District employment.

Two-Way Radio Testing Procedures

The Department of Public Safety shall conduct District Radio Testing on the third Tuesday of the month at 10:00am. All personnel assigned a radio, must maintain their radio and monitor for potential radio testing requests, and possible emergencies. Dispatch shall raise personnel requesting "Radio Check". Personnel shall respond with their tile and radio descriptor below:

Descriptor	Summary
Loud and Clear	Clear and appropriate volume
Broken	Voice is critically intermittent
Muffled	Inaudible due to stifled sound
Low/High Volume	Too loud/quiet to hear with correct volume selected at radio

The following is an example of a Radio Test:

Personnel	Text
Dispatch	*CSM Presidents Office/Dispatch-Radio Check*
President	*Dispatch/CSM President-Loud and Clear*
Dispatch	*Dispatch copy, thank you.*

The following Offices will be contacted for District Radio Testing:

District Office	Cañada College	College of San Mateo	Skyline College
Chancellor's Office	President's Office	President's Office	President's Office
Executive Vice Chancellor's Office-Administrative Services	Vice President of Administrative Services	Vice President of Administrative Services	Vice President of Administrative Services
Vice Chancellor's Office-Facilities	Vice President of Instruction	Vice President of Instruction	Vice President of Instruction
Vice Chancellor's Office-Auxiliary Services	Vice President of Student Services	Vice President of Student Services	Vice President of Student Services
Information Technology Services	Facilities	Facilities	Facilities
Public Safety	Athletic Center	Athletic Center	Public Safety
Public Information Officer	Health Center	Child Development Center	Child Development Center
Building Captain Group Supervisor	Building Captain Group Supervisor	Building Captain Group Supervisor	Building Captain Group Supervisor
Sustainability	Public Safety	Public Safety	

Two-Way Radio Communication Procedures

All Department of Public Safety officers communicate using the 10-code (ten signals) for San Mateo County. The 10-codes are used to represent common phrases in voice communication. The 10-code is commonly used by law enforcement and Citizens Band (CB) radio transmissions.

However, because coded language is not standardized across jurisdictions, using 10-codes can result in miscommunication and confusion when multiple agencies respond to an incident. This interoperability challenge has resulted in a push for implementing plain language across agencies for mutual aid events so that various disciplines can effectively share information. Plain language, according to NIMS, is the use of common terms and definitions that can be understood by individuals from all responder disciplines. Established by the Secretary of Homeland Security, NIMS only requires plain language for mutual aid scenarios, though it strongly encourages the use of plain language during day-today operations as well. In recent years, controversy has surrounded the migration to plain language radio. In the event of an emergency or crisis, Public Safety officers shall cease 10-code communication, and partake in plain language.

SMCCCD PUBLIC SAFETY RADIO SYSTEM (MOTOTRBO) CHANNEL ALLOCATION

Channel	Description

DPS Dispatch 1	Primary district-wide channel for all radio traffic during normal operations. Channel is used district-wide to provide maximum situational awareness. Can be used as a "hailing" channel to contact an officer and pull to another channel for lengthy conversation.
DPS Dispatch 2	Secondary district-wide channel can be used for lengthy conversations to keep *DPS Dispatch 1* clear. Used for large special events or involved operations.
Public Safety	Existing analog district-wide channel programmed into all legacy district radios. Will be monitored by Public Safety Officers for district personnel to call Public Safety
CSM Maintenance	For College of San Mateo officers only. This station is used to contact CSM Facilities.
CAN Maintenance	For Canada College officers only. This station is used to contact Canada Facilities.
SKY Maintenance	For Skyline College officers only. This station is used to contact Skyline Facilities.
Local 1	Line-of-site communication
Local 2	Line-of site communication
San Mateo PD 1	Primary dispatch channel for San Mateo PD, which is the jurisdiction in which CSM resides. Monitoring provides situational awareness for DPS officers at CSM. Transmitting on this channel will be done only in the case of a life/death emergency

BUILDING CAPTAIN RADIO COMMUNICATION PROCEDURES

Every Building Captain (BC) shall have radio access to the Kenwood TK-3173 or the newer NX-3200. BCs shall communicate with each other on the appropriate College Public Safety channel. In an emergency (i.e. evacuation), the BC shall hail the Public Safety Dispatcher utilizing clear text. Below is the step-by-step process for Radio Communications:

1. Make Sure radio is on

2. Ensure volume is ALL THE WAY UP

3. Ensure you are on the correct Campus Public Safety Channel

4. Wait for a PAUSE in radio traffic

5. Hold the radio 3-5 inches from your mouth

6. Push the mic located on the side of the radio

7. Raise the recipient first, then self-identify

   a. I.e.; "*Public Safety Dispatch, CSM President*"

8. Release the mic

9. You do not need to say '*Over*', '*Over & Out*', or '*Roger*'

10. If you are given a command, make sure you parrot the command, and update on status.

After an event, or a training drill, Building Captains need to maintain radio silence unless the emergency requires additional support. Often Building Captains flood Dispatch with unnecessary communications,

while stepping on important traffic. This will reduce chatter on the radio, avoid communication being stepped on, and reduce the communication load for Dispatch. In the event of radio failure, BCs and FMs can utilize the ICS-213 Form to deliver hand written messages or cell/landline. ICS are general message forms, but any writing material will suffice.

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Appendix A – Emergency Notification Templates

NOTIFICATIONS	
I.	TEST
II.	ACTIVE SHOOTER /ARMED INTRUDER/SHELTER IN PLACE
III.	BIOLOGICAL THREAT
IV.	BOMB THREAT
V.	BOMB FOUND
VI.	CLASS CANCELLATION
VII.	CIVIL DISTURBANCE
VIII.	CHILD ABDUCTION
IX.	EARTHQUAKE
X.	EVACUATION
XI.	EXPLOSION
XII.	FIRE
XIII.	FLOODING
XIV.	GAS LEAK
XV.	HAZARDOUS MATERIALS
XVI.	HAZARDOUS MATERIALS FOR FOLLOWUP AND WEB POSTING
XVII.	HOSTAGE INCIDENT
XVIII.	ISOLATED SHOOTING/STABBING EVENT, SUSPECT NOT IN CUSTODY
XIX.	ISOLATED SHOOTING / STABBING EVENT, SUSPECT IN CUSTODY
XX.	LIGHTNING
XXI.	MICRO BURST
XXII.	MISSING PERSON
XXIII.	POWER OUTAGE
XXIV.	PROTESTS (PRIOR TO EVENT)
XXV.	PROTESTS (DURING EVENT)
XXVI.	SEVERE WEATHER
XXVII.	SEVERE WEATHER MATERIALS FOR FOLLOWUP AND WEB POSTING
XXVIII.	SEVERE ACCIDENT
XXIX.	SHELTER IN PLACE
XXX.	STRUCTURAL FAILURE
XXXI.	SUSPICIOUS PACKAGE
XXXII.	SUSPICIOUS PERSON
XXXIII.	UNKNOWN SITUATION
XXXIV.	WILDFIRE EVACUATION
XXXV.	UTILITIES FAILURE

GENERAL GUIDELINES

- The following templates name College of San Mateo (Skyline College and Cañada College will be identical in content)
- SMS Text messages may not be longer than (160) characters.
- E-mail and voice mail messages should generally be the same message.
- There are four categories of notices for which Alert text messaging should be utilized: Emergency and Urgent Situation.
- The SMCCCD utilizes four (4) different alert levels:
  - **Crime Alert (Timely Warning)**: Clery requirement; Crime statistic reporting; Crime prevention (A Timely Warning may also rise to an emergency or critical alert).
  - **Emergency Alert:** Time-sensitive warning/notification about dangerous or disruptive events and/or campus/district closures (may include Clery Act crimes)
  - **Critical Alert:** Time-sensitive instruction on immediate action required to prevent loss of life or injury (may include Clery Act crimes)
  - Urgent Alert: Time-sensitive information about potentially dangerous or disruptive events; follow-ups to events that have been resolved and/or are no longer classified as emergency alerts

- Keep in mind the principles of public information officers: Be First, Be Right, and Be Credible. In other words, make sure the messages are timely, accurate, and useful.
- Each message should consist of the following three components:
  - Alerting (Attention management) – calling the user's attention to the issue at hand.
  - Informing (Information transfer) – what is happening, and what the user should and should not do.
  - Reassuring (Affective or emotional payload) – be aware of the degree of sensitivity as to the audience.

I.   TEST

SMS TEXT: This is a test of the College of San Mateo Emergency Notification System. If you have received this in error, send an email to emergencymanagement@smccd.edu

EMAIL: This is a test of the College of San Mateo Emergency Notification System. This is only a test. In the event of an actual emergency, you would be given brief details and directed to visit [Emergency Website] for more information and instructions. If you have received this message in error or have difficulty with the transmission of this email, please send an email to emergencymanagement@smccd.edu. Thank you for participating in the College of San Mateo Emergency Notification System.

VOICE-CALL: This is a test of the College of San Mateo Emergency Notification System. This is only a test. In the event of an actual emergency, you would be given brief details and directed to visit [Emergency Website] for more information and instructions.

II. ACTIVE SHOOTER /ARMED INTRUDER/SHELTER IN PLACE

SMS TEXT: College of San Mateo EMERGENCY! A suspect with a [Weapon Type] is on campus. Go to the nearest room and lock the door. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! There is a suspect with a [Weapon Type] on campus. If you are on campus, go to the nearest available room and lock the door. If you are not on campus, stay away. THIS IS NOT A TEST! Wait for the all clear notification from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo there is a suspect with a [Weapon Type] on campus. If you are on campus, go to the nearest available room and lock the door. If you are not on campus, stay away. THIS IS NOT A TEST! Wait for the all clear notification from College officials or local authorities. For additional information and updates go to [Emergency Website].

III. BIOLOGICAL THREAT

SMS TEXT: College of San Mateo EMERGENCY! College of San Mateo has received a biological threat that we deem credible. Prepare to evacuate. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! A biological threat has been received at the College of San Mateo. If you are near campus, prepare immediately for possible evacuation. Listen for instructions from College officials or local authorities and follow them quickly and carefully. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. College of San Mateo has received a biological threat that we deem credible. If you are near campus, prepare immediately for possible evacuation. Listen for instructions from College officials or local authorities and follow them quickly and carefully. For additional information and updates go to [Emergency Website].

IV. BOMB THREAT

SMS TEXT: College of San Mateo EMERGENCY! The College of San Mateo has received a bomb threat at [Location]. Evacuate if you are in that location. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! A bomb threat has been received by College of San Mateo. If you are near campus, prepare immediately for possible evacuation. Listen for instructions from College

officials or local authorities and follow them quickly and carefully. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. College of San Mateo has received a bomb threat that we deem credible. If you are near campus, prepare immediately for possible evacuation. Listen for instructions from College officials or local authorities and follow them quickly and carefully. For additional information and updates go to [Emergency Website].

V.   BOMB FOUND

SMS TEXT: College of San Mateo EMERGENCY! A bomb has been found on campus at [Location]. Prepare to evacuate. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! A bomb has been found on College of San Mateo campus at [Location]. Avoid the vicinity of the [Location], prepare immediately for possible evacuation. If you are not in the area, stay away. Listen for instructions from College officials or local authorities and follow them quickly and carefully. Repeat, a bomb has been found at [Location]. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A bomb has been found on the College of San Mateo campus at [Location]. Avoid the vicinity of [Location], prepare immediately for possible evacuation. If you are not in the area, stay away. Listen for instructions from College officials or local authorities and follow them quickly and carefully. Repeat, a bomb has been found at [Location]. For additional information and updates go to [Emergency Website].

VI.   CLASS CANCELLATION

SMS TEXT 1: College of San Mateo ALERT! Classes have been canceled due to [Reason for Cancellation]. Staff should report at their normal time, safety permitting.

SMS TEXT 2: College of San Mateo ALERT! Classes are delayed until [time] due to [Reason for Cancellation]. Staff should report at the designated time, safety permitting.

SMS TEXT 3: College of San Mateo ALERT! All classes canceled and offices closed due to [Reason for Cancellation].

EMAIL: College of San Mateo ALERT! Classes have been cancelled for the following [Location(s)]. Avoid the vicinity of [Location(s)]. If you are not in the area, stay away. Listen for instructions from College officials or local authorities and follow them quickly and carefully. For additional information and updates go to [Emergency Website]. Staff should report at their normal time, safety permitting.

VOICE-CALL: This is an emergency alert from College of San Mateo. Classes have been cancelled for the following [Locations]. Avoid the vicinity of [Location]. If you are not in the area, stay away. Listen for instructions from College officials or local authorities and follow them quickly and carefully. For additional information and updates go to [Emergency Website]. Staff should report at their normal time, safety permitting.

VII.   CIVIL DISTURBANCE

SMS TEXT: College of San Mateo EMERGENCY! A violent disturbance is occurring on campus near [Location]. Leave the area. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! A violent disturbance has broken out on the College of San Mateo campus near [Location]. There is a risk of danger to participants and bystanders. For your own safety, leave the area. If you are not in the area, stay away. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A violent disturbance has broken out on the College of San Mateo campus near [Location]. There is a risk of danger to participants and bystanders. For your own safety, leave the area. If you are not in the area, stay away. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

VIII.   CHILD ABDUCTION

SMS TEXT: College of San Mateo EMERGENCY! A child has been abducted from [Location]. For information on the suspect or child go to [Emergency Website].

EMAIL: College of San Mateo EMERGENCY! A child has been abducted from [Location]. Call 911 if the following suspect or child is seen: [Description of Suspect and Child].

VOICE-CALL: This is an emergency alert from College of San Mateo. A child has been abducted from [Location]. Call 911 if the following suspect or child is seen: [Description of Suspect and Child].

IX. EARTHQUAKE

SMS TEXT: College of San Mateo EMERGENCY! An earthquake has occurred. You should evacuate all College of San Mateo buildings and remain outside until further notice.

EMAIL: College of San Mateo EMERGENCY! An earthquake has just occurred. For your safety, evacuate all College of San Mateo buildings. Remain outside for further information. We will provide updates as we receive more information. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. An earthquake has just occurred. For your safety, evacuate all College of San Mateo buildings. Remain outside for further information. We will provide updates as we receive more information. For additional information and updates go to [Emergency Website].

X. EVACUATION

SMS TEXT: College of San Mateo EMERGENCY! College of San Mateo Public Safety Offices are responding to a report of [Problem] at [Location]. Calmly evacuate the building using all available exits. Move away from the building.

EMAIL: College of San Mateo EMERGENCY! College of San Mateo Public Safety Offices are responding to a report of [Problem] at [Location]. Calmly evacuate the building using all available exits. Move away from the building.

VOICE-CALL: This is an emergency alert from College of San Mateo. College of San Mateo Public Safety Offices are responding to a report of [Problem] at [Location]. Calmly evacuate the building using all available exits. Move away from the building.

SMS TEXT/EMAIL/VOICE-CALL: College of San Mateo ALERT! Problem Resolved: College of San Mateo Public Safety Officers have resolved the incident at [Location] and it is safe to return to normal activity.

XI.   EXPLOSION

SMS TEXT: College of San Mateo EMERGENCY! There has been an explosion on campus. Prepare to evacuate. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! There has been an explosion on the College of San Mateo campus at [Location]. If you are in the immediate vicinity, you should evacuate as instructed by College officials or local authorities. If you are not in the area, avoid the area so that emergency units can work unimpeded. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. There has been an explosion on the College of San Mateo campus at [Location]. If you are in the immediate vicinity, you should evacuate as instructed by College officials or local authorities. If you are not in the area, avoid the area so that emergency units can work unimpeded. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

XII.   FIRE

SMS TEXT: College of San Mateo EMERGENCY! There is a fire at the College of San Mateo in [Building], evacuate if you are in the building. If you are not in the area, stay clear of the area.

EMAIL: College of San Mateo EMERGENCY! A fire has been reported on the College of San Mateo campus in [Building], if you are in [Building], evacuate immediately. If you are not in the area, stay clear so that emergency units and firefighters can work unimpeded. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A fire has been reported on the College of San Mateo campus in [Building], if you are in [Building], evacuate immediately. If you are not in the area, stay clear so that emergency units and firefighters can work unimpeded. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

XIII.   FLOODING

SMS TEXT: College of San Mateo EMERGENCY! [Location] is currently flooding. Please avoid the area.

EMAIL: College of San Mateo EMERGENCY! [Location] is currently flooding. If you are in the area, seek higher ground immediately. If you are at home or on campus, stay where you are. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from the College of San Mateo. [Location] is currently flooding. If you are in the area, seek higher ground immediately. If you are at home or on campus, stay where you are. For additional information and updates go to [Emergency Website].

XIV.   GAS LEAK

SMS TEXT: College of San Mateo EMERGENCY! There is a gas leak and threat of fire on campus. Extinguish all flammable items. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! There is a gas leak on the College of San Mateo campus in [Building], posing a threat of fire from accidental ignition. If you are in the vicinity, immediately extinguish any burners or other flames and prepare to evacuate. If you are not in the area, stay away. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo There is a gas leak on the (College/District) campus in [Building], posing a threat of fire from accidental ignition. If you are in the vicinity, immediately extinguish any burners or other flames and prepare to evacuate. If you are not in the area, stay away. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

XV.   HAZARDOUS MATERIALS

SMS TEXT: College of San Mateo EMERGENCY! There has been a hazardous spill on campus near [Building]. Prepare to evacuate. Follow instructions from authorities.

EMAIL: College of San Mateo EMERGENCY! There has been a [spill/release] of a hazardous material on the (College/District) campus in [Building]. If you are near the spill leave now, all others stay away from this location so that emergency units and hazmat teams can work unimpeded. Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. There has been a [spill/release] of a hazardous material on the College of San Mateo campus in [Building]. If you are near the spill leave now, all others stay away from this location so that emergency units and hazmat teams can work unimpeded.

Follow instructions from College officials or local authorities. For additional information and updates go to [Emergency Website].

XVI.   HAZARDOUS MATERIALS FOR FOLLOWUP AND WEB POSTING

EMAIL/WEB: At approximately [Time] today, a potentially hazardous material was released on the College of San Mateo in [Building]. As a result, [Building] is being evacuated while College and Environmental Health & Safety officials are conducting a thorough investigation. Occupants of [Building] should take shelter in [Location] until further notice. All other members of the campus community should avoid the area. [Building] will be re-opened once it is determined that the building is safe for occupancy.

XVII.   HOSTAGE INCIDENT

SMS TEXT: College of San Mateo EMERGENCY! A Hostage Incident is unfolding at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website].

EMAIL: College of San Mateo EMERGENCY! A Hostage Incident is unfolding at [Location]. Evacuate immediately and avoid this area. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A Hostage Incident is unfolding at [Location]. Evacuate immediately and avoid this area. For additional information and updates go to [Emergency Website].

SMS TEXT/EMAIL/VOICE-CALL: College of San Mateo ALERT! Problem Resolved: The hostage incident at [Location] has been resolved and it is safe to return to normal activity.

XVIII.   ISOLATED SHOOTING/STABBING EVENT, SUSPECT NOT IN CUSTODY

SMS TEXT: College of San Mateo EMERGENCY! A [Shooting/Stabbing] has occurred at [Building]. A suspect is NOT in custody, Shelter in place.

EMAIL: College of San Mateo EMERGENCY! A [Shooting/Stabbing] incident occurred at [Time] at [Building/Location]. Police are on the scene and investigating. A suspect is NOT in custody. If you are on campus follow lockdown procedures, go into the nearest room and lock the door, if you are not on campus stay away. Call 911 if you see anything suspicious or have information on the case. Wait for the all clear from College officials or local authorities. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A [Shooting/Stabbing] incident occurred at [Time] at [Building/Location]. Police are on the scene and investigating. A suspect is NOT in custody. If you are on campus follow lockdown procedures, go into the nearest room and lock the door, if you are not on campus stay away. Call 911 if you see anything suspicious or have information on the case. Wait for the all clear from College officials or local authorities. For additional information and updates go to [Emergency Website].

XIX. ISOLATED SHOOTING / STABBING EVENT, SUSPECT IN CUSTODY

SMS TEXT: College of San Mateo EMERGENCY! A [Shooting/Stabbing] has occurred at [Building]. A suspect is in custody. Police are on scene.

EMAIL: College of San Mateo EMERGENCY! A [Shooting/Stabbing] incident occurred at [Time] at [Building/Location]. Police are on the scene investigating. This appears to be an isolated incident and a suspect is in custody. Even so, please be cautious and call 911 if you see anything suspicious or have information regarding the crime. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A [Shooting/Stabbing] incident occurred at [Time] at [Building/Location]. Police are on the scene investigating. This appears to be an isolated incident and a suspect is in custody. Even so, please be cautious and call 911 if you see anything suspicious or have information regarding the crime. For additional information and updates go to [Emergency Website].

XX. LIGHTNING

SMS TEXT: College of San Mateo EMERGENCY! Electrical storm! Lightning is striking on or near campus. Stay inside and away from metal objects.

EMAIL: College of San Mateo EMERGENCY! Electrical storm lightning is striking on or near campus. Stay inside and away from metal objects until the storm has stopped. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A major electrical storm with powerful and frequent lightning strikes is hitting College of San Mateo. Seek cover, stay away from metal objects, and remain inside until the storm has stopped. For additional information and updates go to [Emergency Website].

XXI. MICRO BURST

SMS TEXT: College of San Mateo EMERGENCY! A major storm with powerful and frequent Microbursts is hitting on or near campus. Stay inside and away from doors and windows.

EMAIL: College of San Mateo EMERGENCY! A major storm with powerful and frequent Microbursts is hitting on or near campus. Stay inside and away from doors and windows. Stay inside and away from doors and windows until the storm has stopped. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. A major storm with powerful and frequent Microbursts is hitting on or near campus. Stay inside and away from doors and windows. Stay inside and away from doors and windows until the storm has stopped. For additional information and updates go to [Emergency Website].

XXII. MISSING PERSON

SMS TEXT: College of San Mateo ALERT! [Name of Individual] has been reported MISSING. Call 911 with any information. For further information, go to [Emergency Website].

EMAIL: College of San Mateo ALERT! [Name of Individual] has been reported MISSING. Call 911 with any information. For further information, go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo [Name of Individual] has been reported MISSING. Call 911 with any information. For further information, go to [Emergency Website].

XXIII. POWER OUTAGE

SMS TEXT: College of San Mateo ALERT! A power outage has occurred at [location/building/campus]. Officials have been notified. (If appropriate) [Location] is being evacuated.

EMAIL: College of San Mateo ALERT! A power outage has occurred at [location/building/campus]. Officials have been notified. (If appropriate) [location/building/campus] is being evacuated until power is restored. For additional information and updates go to [Emergency Website]

VOICE-CALL: This is an emergency alert from College of San Mateo. A power outage has occurred at [location/building/campus]. Officials have been notified. (If appropriate) [location/building/campus] is being evacuated until power is restored. For additional information and updates go to [Emergency Website]

XXIV.   PROTESTS (PRIOR TO EVENT)

SMS TEXT: College of San Mateo ALERT! Campus Public Safety has learned that protesters are preparing for action on [Date]. Exact location is unknown. Call 911 to report suspicious activity to police.

EMAIL: College of San Mateo ALERT! Campus Public Safety has learned that protesters are preparing for action on [Date]. Exact location is unknown. Call 911 to report suspicious activity to police. For further information, go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo Campus Public Safety has learned that protesters are preparing for action on [Date]. Exact location is unknown. Call 911 to report suspicious activity to police. For further information, go to [Emergency Website].

XXV.   PROTESTS (DURING EVENT)

SMS TEXT: College of San Mateo ALERT! Protestors are gathering in front of or on the College of San Mateo campus. Do not confront. College of San Mateo Public Safety is monitoring the situation.

EMAIL: College of San Mateo ALERT! Protestors are gathering in front of or on the College of San Mateo campus. Do not confront. College of San Mateo Public Safety is monitoring the situation. Call 911 to report suspicious activity to police. For further information, go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. Protestors are gathering in front of or on the College of San Mateo campus. Do not confront. College of San Mateo Public Safety is monitoring the situation. Call 911 to report suspicious activity to police. For further information, go to [Emergency Website].

XXVI.   SEVERE WEATHER

SMS TEXT: College of San Mateo ALERT! A Severe Weather report indicates potential impact to College of San Mateo. The campus is now closed. See [Emergency Website] for details.

EMAIL: College of San Mateo ALERT! A Severe Weather report indicates potential impact to College of San Mateo. The campus is now closed. See [Emergency Website] for details.

VOICE-CALL: This is an emergency alert from College of San Mateo. A Severe Weather report indicates potential impact to College of San Mateo. The campus is now closed. See [Emergency Website] for details.

XXVII.   SEVERE WEATHER MATERIALS FOR FOLLOWUP AND WEB POSTING

WEB: At approximately [Time] today, a report of severe weather was received that indicates potential impact to College of San Mateo. As a result, the campus is closed for [Duration of Time].

EMAIL/WEB: This is an emergency alert from College of San Mateo. At approximately [Time] today, a report of severe weather was received that indicates potential impact to College of San Mateo. As a result, the campus is closed for [Duration of Time].

XXVIII.   SEVERE ACCIDENT

SMS TEXT: College of San Mateo ALERT! A severe ACCIDENT has occurred at [Location]. For more details and updates, visit [Emergency Website].

EMAIL: College of San Mateo ALERT! A severe ACCIDENT has occurred at [Location]. For more details and updates, visit [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo A severe ACCIDENT has occurred at [Location]. For more details and updates, visit [Emergency Website].

XXIX.   SHELTER IN PLACE

SMS TEXT: College of San Mateo EMERGENCY! Campus Safety Officers are responding to a report of [Problem] at [Location]. Get to a safe place and take precautions until given the all clear.

EMAIL: College of San Mateo EMERGENCY! Campus Safety Officers are responding to a report of [Problem] at [Location]. Get to a safe place and take precautions until given the all clear.

VOICE-CALL: This is an emergency alert from (College/District). Campus Safety Officers are responding to a report of [Problem] at [Location]. Get to a safe place and take precautions until given the all clear.

SMS TEXT/EMAIL/VOICE-CALL: College of San Mateo ALERT! Problem Resolved: The incident at [Location] has been resolved and it is safe to return to normal activity.

XXX. STRUCTURAL FAILURE

SMS TEXT: College of San Mateo EMERGENCY! A structural failure has occurred at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website] for further details.

EMAIL: College of San Mateo EMERGENCY! A structural failure has occurred at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website] for further details.

VOICE-CALL: This is an emergency alert from College of San Mateo A structural failure has occurred at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website] for further details.

XXXI. SUSPICIOUS PACKAGE

SMS TEXT: College of San Mateo EMERGENCY! A suspicious package has been found at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website].

EMAIL: College of San Mateo EMERGENCY! A suspicious package has been found at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website] for further details.

VOICE-CALL: This is an emergency alert from College of San Mateo A suspicious package has been found at [Location]. Evacuate immediately and avoid this area. Check [Emergency Website] for further details.

XXXII. SUSPICIOUS PERSON

SMS TEXT: College of San Mateo EMERGENCY! Suspicious Person reported on campus. Find a secure location, lock doors, and stay away from windows. Check [Emergency Website].

EMAIL: College of San Mateo EMERGENCY! Suspicious Person reported on campus. Find a secure location, lock doors, and stay away from windows. Call 911 to report suspicious activity to police. For further information, go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. Suspicious Person reported on campus. Find a secure location, lock doors, and stay away from windows. Call 911 to report suspicious activity to police. For further information, go to [Emergency Website].

XXXIII.   UNKNOWN SITUATION

SMS TEXT: College of San Mateo ALERT! Police are investigating an incident at [Building/Location]. Please avoid the area.

EMAIL: College of San Mateo ALERT! Police are investigating an incident at [Building/Location]. Please avoid the area. As we learn more information, we will provide further updates. Again for your safety, avoid [Building/Location] until you have been advised it's All Clear. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. Police are investigating an incident at [Building/Location]. Please avoid the area. As we learn more information, we will provide further updates. Again for your safety, avoid [Building/Location] until you have been advised it's All Clear. For additional information and updates go to [Emergency Website].

XXXIV.   WILDFIRE EVACUATION

SMS TEXT: College of San Mateo EMERGENCY! There is a fast moving wildfire near College of San Mateo. If you are on campus, evacuate immediately head towards [Location].

EMAIL: College of San Mateo EMERGENCY! There is a fast moving wildfire near College of San Mateo. Evacuations have been ordered. If you are on campus, evacuate immediately to [Location]. If you are not in the area, stay away. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. There is a fast moving wildfire near College of San Mateo. Evacuations have been ordered. If you are on campus, evacuate immediately to [Location]. If you are not in the area, stay away. For additional information and updates go to [Emergency Website].

XXXV.   UTILITIES FAILURE

SMS TEXT: College of San Mateo ALERT! A utilities failure has occurred in [Building]. [Building] is temporarily closed.

EMAIL: College of San Mateo ALERT! At approximately (time) today, a utilities failure occurred in [Building]. [Building] is temporarily closed until power is restored and the area is safe for re-entry. For additional information and updates go to [Emergency Website].

VOICE-CALL: This is an emergency alert from College of San Mateo. At approximately (time) today, a utilities failure occurred in [Building]. [Building] is temporarily closed until power is restored and the area is safe for re-entry. For additional information and updates go to [Emergency Website].

TEXT/EMAIL/VOICE-CALL: College of San Mateo ALERT! Problem Resolved: The incident at [Building] has been resolved and it is safe to return

Appendix B – Radio Codes

Codes	Meaning	Code	Meaning
Code 1	Your Convenience	10-32	Drowning
Code 2	Priority – No Red Light/Siren	10-33	Alarm Sounding
Code 3	Emergency – Use Red Light/Siren	10-34	Open Door or Open Window
Code 4	No Further Assistance Needed	10-35	On Probation / Search Consent
Code 5	Stakeout	10-39	Status of
Code 7	Mealtime	10-42	Medics Needed
Code 8	Box Alarm	10-49	Proceed to
Code 10	Bomb Threat	10-50	Obtain a Report
Code 13	Only Unit Available for Call	10-51	Drunk Subject
Code 14	Vacation House Check	10-52	Resuscitator
Code 20	Cover: Local Units Only	10-53	Man Down
Code 30	Officer Needs Help- Emergency	10-54	Possible Dead Body
Code 33	Emergency Transmissions Only	10-55	Coroners Case
Code 666	Observation Post Procedures	10-56	Suicide
Code 833	Subject with Prior Weapon Charge	10-56A	Attempted Suicide
Code 1000	Plane Crash	10-57	Firearms Discharged
Code 2000	Proceed to Post and Await Activation of the Airport Closure Plan	10-58	Dumping Complaint
956	Available on Scene	10-59	Malicious Mischief
10-1	Receiving Poorly	10-62	Meet the Citizen
10-2	Receiving Clearly	10-65	Missing Person
10-3	Change Channels	10-66	Suspicious Person
10-4	Message Received	10-67	Person Calling for Help
10-5	Relay To	10-70	Prowler
10-6	Busy	10-71	Shooting
10-7	Out of Service at _____	10-72	Knifing
10-8	In Service	10-73	How Do You Receive?
10-9	Repeat	10-80	Explosion
10-10	Home – On Call	10-86	Any Traffic
10-12	Suspects/ Others Listening	10-87	Meet the Officer
10-13	Weather/ Road Conditions	10-91	SPCA Case
10-14	Escort	10-97	Arrived on Scene
10-15	Have Prisoner in Custody	10-98	Finished with Last Assignment
10-16	Pick - Up	11-23	Vehicle- Traffic Hazard
10-19	Return/ En Route Station	11-24	Abandoned Vehicle
10-20	Location	11-54	Suspicious Vehicle
10-21	Telephone _____	11-66	Signals Out of Order
10-22	Cancel	11-80	Accident- Major Injury
10-23	Standby	11-81	Accident- Minor Injury
10-28	Registration	11-82	Accident- Property Damage
10-29	Check for Wanted	11-83	Accident- No Details
10-29A	Subject Check/ Not in Custody	11-84	Traffic Control
10-30	Wanted	11-85	Tow Truck Needed
10-30F	Person/ Auto Wanted - Felony	11-86	Traffic Stop
10-30M	Person/ Auto Wanted - Misdemeanor	11-96	Pedestrian Stop or Non- Moving Vehicle Stop
10-31A	No Record/ Clear	"J"	Denotes Juvenile
10-31F	Person has Felony Record- No Wants	"X"	Denotes Female
10-31M	Person has Misdemeanor Record – No Wants		

Appendix C – Emergency Contact List

DISTRICT OFFICE		WORK	HOME	CELL
Mike Claire	Chancellor	(650) 358-6885	(650) 366-7347	(650) 995-4592
Richard Storti	Executive Vice Chancellor, Administrative Services	(650) 358-6789	(949) 689-2415	(949) 689-2415
Mitchell Bailey	Vice Chancellor, Chief of Staff	(650) 574-6510	(415) 912-7688	(415) 912-7688
Tom Bauer	Vice Chancellor, AuxiliaryServices	(650) 358-6782	(510) 940-8779	(650) 670-2708
Unknown	Vice Chancellor, Facilities Planning, Maintenance &Operations	(650) 358-6836		
Aaron McVean	Vice Chancellor, EducationalServices and Planning	(650) 358-6803	(530) 318-6117	(530) 318-6117
Jing Luan	Provost, International Ed	(650) 358-6755	(408) 420-2564	(408) 420-2564
Bernata Slater	Chief Financial Officer	(650) 358-6755	(650) 450-3499	(650) 450-3499
Marie Billie	Chief HR Officer	(650) 358-6883	(757) 894-8280	(757) 894-8280
Karrie Mitchell	Vice President, PRIE	(650) 358-6861	(520) 400-5903	(520) 400-5903
Daman Grewal	Chief Information Officer	(650) 358-6722	(510) 468-4960	(510) 468-4960
Brian Tupper	Director of Public Safety	(650) 358-6840	(925) 337-3623	(925) 337-3623
Yanely Pulido	Director of General Services	(650) 358-6863	(510) 538-8659	(650) 200-6252
Yoseph Demissie	Director, IT Support Services	(650) 358-6754	(650) 627-6776	(650) 627-6776
David Feune	Director of Human Resources	(650) 358-6775	(650) 595-2838	(650) 759-7803
Michele Rudovsky	Director of Maintenance and Operations	(650) 358-6733	(650) 359-8156	(650) 255-7585
Ben'Zara Minkin	Emergency Manager	(650) 574-6634	(650) 430-1218	(650) 430-1218

CAÑADA COLLEGE		WORK	HOME	CELL
Kim Lopez	Interim President	(650) 306-3456	(530) 261-1349	(530) 261-1349
Manuel A. Pérez	VP Student Services	(650) 306-3236	(916) 897-6271	(916) 897-6271
Tammy Robinson	VP Instruction	(650) 306-3298	(310) 704-2020	(310) 704-2020
Ludmila Prisecar	Interim VP Admin. Services	(650) 306-3274	(650) 703-3443	(650) 703-3443
Megan Rodriguez Antone	Director, Community Relations and Marketing	(650) 306-3418	(510) 759-5818	(510) 759-5818
Facilities				
Karen Pinkham	Facilities Manager	(650) 306-3325	(408) 557-9285	(650) 465-2712
Public Safety				
Al Elzey Jr.	Public Safety Captain	(650) 306-3445	(650) 592-1569	(650) 759-4522

COLLEGE OF SAN MATEO		WORK	HOME	CELL
Jennifer Taylor-Mendoza	President	(650) 574-6118	(909) 292-3736	(909) 292-3736

Kristi Ridgway	Acting VP Student Services	(650) 574-6118	(650) 598-0633	(650) 787-0530
Mike Holtzclaw	VP Instruction	(650) 574-6404	(541) 419-4463	(541) 419-4463
Micaela Ochoa	VP Admin. Services	(650) 574-6480	(510) 402-8594	(510) 402-8594
Dave McLain	Director, Community Relations and Marketing	(650) 574-6107	(650) 504-3631	(650) 504-3631
Facilities				
Robert Gutierrez	Facilities Manager	(650) 574-6577	(510) 915-1929	(510) 915-1929
KCSM				
Dante Betteo	KCSM-FM Manager	(650) 524-6903	(650) 921-0520	(650) 921-0520
Public Safety				
Rob Dean	Public Safety Captain	(650) 574-6200	(650) 296-5152	(650) 296-5152

SKYLINE COLLEGE		WORK	HOME	CELL
Melissa Moreno	President	(650) 738-4111	(805) 455-3099	(805) 455-3099
Newin Orante	VP Student Services	(650) 738-4333	(510) 928-2935	(510) 928-2935
Danni Redding-Lapuz	Interim VP Instruction	(650) 738-4321	(650) 521-7790	(650) 521-7790
Eloisa Briones	VP Admin. Services	(650) 738-4227	(650) 588-2669	(650) 291-2669
Joe Morello (10/1/21)	VP Admin. Services		(415) 452-8744	(415) 254-1376
Cherie Colin	Director, Community Relations and Marketing	(650) 738-4346	(415) 948-5511	(415) 948-5511
Facilities				
John Doctor	Facilities Manager	(650) 738-4166	(415) 418-8578	(650) 642-4974
Public Safety				
Jim Vangele	Public Safety Captain	(650) 738-4455	(650) 740-1185	(650) 740-1185

Appendix D - EAS Evaluation Form

Public Safety Officer Name *

First Name	Last Name

Date/Time *

Campus *

☐ Cañada College

☐ College of San Mateo

☐ Skyline College
Select Campus

Building Number *

Provide Building Number and/or Name of Building

Was the Alert Broadcast Over the Building EAS? *

☐ Yes

☐ No
If no, please provide detail below

Was the Volume of the Alert Loud and Clear? *

☐ Yes

☐ No
If no, please provide detail below

Did the Alert Repeat Three (3) Times *

☐ Yes

☑ No
If no, please provide detail below

Please explain what was not functional or gaps identified

Signature *

Use your mouse or finger to draw your signature above   [clear]

Submit Form

https://smccd-czqfp.formstack.com/forms/eas_operational_assessment_form