

City of New Bern

NEW BERN



NORTH CAROLINA

Emergency Operations
Plan

July, 2019

Forward

The City of New Bern has adopted this Emergency Operations Plan (EOP) to provide guidelines for response to and recovery from a natural or man-made emergency that poses a potential threat to our community. The City of New Bern, by Resolution dated November 8, 2005, has adopted the National Incident Management Systems (NIMS) and associated terminology thereof for the management of events occurring within the jurisdictional limits of the City of New Bern.

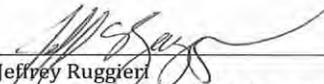
The document contained herein presents the **Basic Plan** and does not attempt to define specific agency tasks that may be performed in the event of an emergency; however, it places specific responsibilities on departments throughout city government.

This acknowledges that the undersigned City of New Bern City Manager, Assistant City Manager, and Department Heads have reviewed, updated, and approved this Emergency Operations Plan and policies for 2019 as required for the annual review.

Dated: August 14, 2019

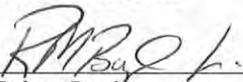
Approved: 
Mark Stephens, City Manager

Department Heads:

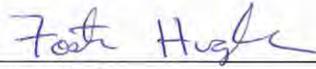

Jeffrey Ruggieri
Director of Development Services


Charles Bauschard
Director of Public Utilities


Joseph R. Sabatelli
Director of Finance


Robert Boyd
Fire-Rescue Chief


Jordan Hughes
Water Resources


Foster Hughes
Director of Parks & Recreation


Matt Montanye
Director of Public Works


Touissant Summers
Chief of Police


Sonya Hayes
Director of Human Resources

**City of New Bern
Emergency Operations Plan
Section D
Public Information**

I. Purpose

To establish provisions for the dissemination of information to the public as required before, during, and after an event.

II. Situation and Assumptions

A. Situation

1. The broadcast and print media will be relied upon to assist in the dissemination of public information to the general public. These media outlets include, but are not limited to:
 - a. Emergency Broadcast System (EBS)
 - b. City of New Bern Public Education Government (PEG) Channel (TV-3)
 - c. Facebook
 - d. Twitter
 - e. Radio Stations
 - f. Television Stations
 - g. Public Address Systems
 - h. City Web Page – www.newbernnc.gov
 - i. Newspapers
 - j. Code Red Emergency Broadcast System
2. All activations of the Code Red Broadcast System will be requested through New Bern Emergency Operations Center.
3. The City of New Bern may receive extensive media coverage during and after an emergency.

B. Assumptions

1. The City of New Bern Public Information Officer (PIO) or designee will be available for the dissemination of information to the media outlets.

2. Demands for information may be extensive. The Public Information Officer will develop and implement a system for successful dissemination of information to the public.
3. Local print and broadcast media will assist the Public Information Officer in efforts to disseminate information.
4. Special interest groups in the City of New Bern may disagree with official public information.
5. The public may accept rumors, hearsay, and other misinformation as valid, causing possible fear and confusion.
6. Local print and media outlets will assist in the dissemination of authorized incident information.

III. Concept of Operations

A. Line of Succession

1. The line of succession for public information is as follows:
 - a. Public Information Officer;
 - b. City Manager/Incident Commander.

B. General

1. Public information relating to an emergency will be disseminated by the Public Information Officer or designee at the direction of the City Manager and/or Incident Commander and/or their designee.
2. Public educational programs will be established and conducted to increase public awareness of potential hazards associated with potential events occurring in the City of New Bern. Programs will focus on family preparedness, evacuation routes and assembly areas, shelters, and flood prone areas.
3. During an emergency all information disseminated to the media will also be made available to elected city officials, as well as the Craven County EOC.
4. Actions will immediately be taken to correct misinformation released by media outlets relating to the emergency.
5. The City Manager, Incident Commander, or the Public Information Officer must authorize the use of the Code Red Emergency Broadcast System.
6. The National Weather Service will issue weather watches and warnings directly to the Craven County EOC and media for public release.
7. The City of New Bern will take a progressive approach for disseminating information regarding emergencies to those who are isolated and non-English speaking populations.

**City Of New Bern
Emergency Operations Plan
Section E
Communication, Notification and Warning**

I. Purpose

To provide a description of the city's emergency communication, notification, and warning system.

II. Situation and Assumptions

A. Situation

1. The City of New Bern receives emergency dispatches from the New Bern Emergency Communications Center located at the New Bern Police Department. New Bern Communications serves as the 911 Center for all New Bern emergency dispatch. The center is equipped with a TDD machine for communicating with the hearing-impaired population of the county.
2. The New Bern Emergency Communications Center is often the first point of contact for the public.
3. The Communications Center provides communications for each branch of emergency services, and is heavily dependent upon commercial telephone networks and P-25 800 MHz radios.
4. The City of New Bern Emergency Communications Center is operated 24 hours a day.

B. Assumptions

1. Emergency occurrences could have devastating effects on the county's communication center.
2. The commercial telephone service to the city and county is vulnerable to the effects of an emergency.
3. Loss of the communications tower or repeater system could hamper communications throughout the city and county.

III. Concept of Operations

A. Line of Succession

1. The line of succession for communication, notification, and warning is as follows:
 - a. Incident Commander;
 - b. Public Information Officer;
 - c. City Manager or designee.

B. General

1. Emergency communications Standard Operating Guidelines will be implemented. **Backup capabilities will be activated as necessary.**
2. Emergency warning may originate at the national, state, or local level of government. Timely warning requires dissemination to the public by all available means:
 - a. Local radio and television stations;
 - b. NOAA weather radio (National Weather Service);
 - c. Sirens, horns, and mobile PA systems;
 - d. Telephone and newspapers;
 - e. General broadcast over all available radio frequencies;
 - f. Code Red Alert Warning System.

C. Specific Systems

1. Telephone Service
 - a. Commercial telephone service is provided by Century Link.
 - b. Mobile (cellular) phone capability exists within the county, and is provided by various wireless providers.
2. Two-Way Radio Systems
 - a. New Bern's communication system is designated as the principal system to be used for direction and control activities. Principal users are as follows:
 - 1) New Bern Fire-Rescue
 - 2) New Bern Police
 - 3) Carolina East EMS
 - 4) New Bern Public Works
 - 5) New Bern Electric
 - 6) New Bern Water Resources
 - 7) New Bern Development Services
 - 8) New Bern Finance
 - 9) New Bern Parks and Recreation
 - b. New Bern Fire-Rescue maintains a 400 MHz radio system that can be mobilized during an emergency for public safety.
 - c. Events resulting in the damage of New Bern's communications system may necessitate the use of the Craven County Communications Center and/or the Department of Public Safety's Mobile Command Unit.