

MANHATTAN BEACH POLICY



POLICY #:

P-32

ESTABLISHED DATE:

JULY 18, 2022

REVISION DATE(S):

N/A

APPROVED BY CITY MANAGER:

BRUCE MOE

SUBJECT: MAJOR INCIDENT NOTIFICATION POLICY

SUMMARY: Provides guidance to employees in determining when, how and to whom notifications of major incidents should be made.

PURPOSE: Why is this policy important to our organization?

In order to facilitate the coordination of interdepartmental activities, our organization recognizes that information regarding major incidents affecting the operations of the City should be brought to the attention of all departments. This policy is intended to provide guidelines for how such notifications should occur. Additionally, it does not supersede policies established in the Police and Fire departments related to their responses to emergencies and other public safety incidents. Rather, this policy augments any directives established in those departments to ensure interdepartmental notifications ultimately occur at such times when it is practical to do so.

DEFINITION: What are major incidents?

Examples of major incidents that meet the criteria for notification as described in this policy include, but are not limited to:

- Traffic accident with major injuries or fatalities that require lengthy street closures
- Incident that causes unanticipated disruptions to core City services
- Safety issues that may impact City employees or members of the public
- Unusual disturbance at a City facility
- Incident of major significance or public interest

RESPONSIBILITY: Who is responsible for making sure this policy is followed?

All employees are responsible for understanding and following this policy. If employees are unsure if a specific incident meets the criteria for notification under this policy, they should consult with their immediate supervisor. Department heads are responsible for ensuring their staff follow the protocols specified in this policy.

POLICY #: P-32

SUBJECT: Major Incident Notification Policy

POLICY:

Given the fact that managing Manhattan Beach is a 24/7/365 responsibility, information about major incidents needs to be broadly disseminated in order to ensure a proper City response. By communicating major incident information broadly, all departments that may need to respond to a particular incident will be provided with this information as soon as possible, regardless if a specific executive, manager, or supervisor is currently working, away on leave, or otherwise unavailable to be reached at a particular moment.

Besides preventing the unnecessary bottlenecking of important information, broad dissemination allows the person making notifications to focus on communicating the clear and correct information in a timely manner rather than contemplating which of the City's various departments and personnel should be notified. In turn, this ensures that all recipients of this notification are quickly provided with the information they need to evaluate in order to determine if actions from their departments are necessary.

PROCEDURE: What steps do we take to follow this policy?

The employee who first learns of the incident is responsible for notifying his or her supervisor about the incident. Interdepartmental notifications should be made by supervisors, managers, and department heads, whenever possible. Notifications should reasonably include as much information as possible and shall be made as soon as practicable.

Notifications shall be made via email to the List-Major Incident Notification. This list includes the City Manager, the Assistant to the City Manager, the Communications and Civic Engagement Manager, all department heads, and any managers or supervisors designated by their department heads.

If the major incident has the potential to significantly impact City operations, follow-up phone calls to the City Manager or other specific individuals may also be warranted. Before attempting to call people who are likely to be sleeping (or when they are known to be away on leave), supervisors should consult with their department head.

ATTACHMENTS:

Members of the List-Major Incident Notification Group Email List as of July 18, 2022

List	Name	Department	Title	Email
List - Major Incident Notification	Erik Zandvliet	CommDev	Traffic Engineer	ezandvliet@manhattanbeach.gov
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