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I. CHANGE IN THREAT LEVEL PROCEDURES

A. Threat Notification Officer (TNO)

1. The Chief Officer who will act as the San Diego Fire-Rescue liaison to receive and process the threat notification.
 - Primary: Deputy Chief of Special Operations
 - 1st Alternate: Deputy Chief of Operations
 - 2nd Alternate: Duty Deputy Chief
2. FCC pages the Threat Notification Officer (Deputy Chief of Special Operations) to call the FCC for an “Urgent” message from the FBI or a change in the threat level. In the event the Deputy Chief of Special Operations does not call within ten minutes, FCC will page the Operations Chief during business hours, or the Duty Deputy Chief after hours with the same message.
3. Once contacted as the Threat Notification Officer (TNO), that Chief Officer will contact the FCC immediately and assume responsibility for ensuring all procedures in this Special Instruction are carried out in a timely and judicious manner until completion.

B. Change in Threat Level

1. Receipt of Local Terrorism / Threat Information Report

a. Description

Notification from law enforcement of a threat of possible terrorist activity; violent protest or other significant activity to the City of San Diego or the region.

b. Purpose

To ensure an appropriate measured reaction by San Diego Fire-Rescue by notifying a designated member of Senior Staff.

c. Point of Contact (POC)

Fire Communications has been designated as the primary point of contact for the department to receive and disseminate credible reports of terrorism from the FBI.

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2. Receipt of Local Terrorism / Threat Information Procedures

The following procedures are to be utilized by the FBI, Fire Communications Center (FCC) and other Fire-Rescue staff to assure a timely exchange and follow up on the threat information received:

- a. FBI liaison calls FCC (858 974-9889 or 9891) and provides their name and callback telephone number to be passed on to the Threat Notification Officer (TNO). When appropriate, concurrent calls will be placed by the FBI to the San Diego Police Department Watch Commander and the Director of Homeland Security.
- b. FCC pages the Threat Notification Officer (Deputy Chief of Special Operations) to call the FCC for an “Urgent” message from the FBI. In the event the Deputy Chief of Special Operations does not call within ten minutes, FCC will page the Operations Chief during business hours, or the Duty Deputy Chief after hours with the same message.
- c. The Threat Notification Officer calls the FCC to obtain the FBI liaison’s name and callback telephone number.
- d. The Threat Notification Officer contacts the FBI to get a report on the following, if known:
 - Source of the information
 - Threat element (who)
 - Nature of the threat
 - Target
 - Time of the attack/event
 - Estimated impact of the attack/event
 - Actions taken by outside agencies
- e. The Threat Notification Officer contacts the City Homeland Security Director to share the information, ascertain the City-wide OPGON threat level, whether it has changed and any actions being taken.
- f. The Threat Notification Officer contacts the San Diego Police Department’s Watch Commander at (619) 531-2205 to share the information if necessary and to receive information on actions taken, if any.

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- g. The Threat Notification Officer evaluates the information provided and determines if any reaction by Fire-Rescue is necessary.
- h. If deemed appropriate, the Fire Chief, Assistant Fire Chiefs and Duty Deputy Chief will receive a briefing. The format will be as follows:
- Source of the information
 - Threat element (who)
 - Nature of the threat
 - Target
 - Time of the attack/event
 - Estimated impact of the attack/event
 - Actions taken by outside agencies
 - National Threat Level
 - Recommended actions for SDFD
 - Recommended OPCON Level for SDFD as a whole, or by division
- i. Once it has been determined what actions are to be taken, the Threat Notification Officer initiates the Workforce Notification Process (see Operations Manual SI 12, Section I.B) to ensure the leadership and workforce are aware of the local threat and the departments OPCON level.

Fire-Rescue Reaction Examples

- Discuss action(s) to be initiated with the SDPD Duty Assistant Chief (contact made through SDPD Watch Commander's Office at (619) 531-2205) to ensure consistency throughout the City and determine who will make specific notifications.
- Increase Fire-Rescue's OPCON level (Operations Manual SI 12, Section II)
- Make necessary notifications on OPCON level changes and ensure appropriate actions are taken.
- Activate the Department Operations Center (DOC).
- In conjunction with the SDPD Duty Assistant Chief, continue to monitor the situation taking into account additional FBI input and media reports.
- Initiate further action(s) based on changing needs.

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3. Change in the National Threat Level Procedures

The following procedures are to be followed in the event the Federal Department of Homeland Security (DHS) changes the National Threat Level. The method of receipt could be by one of many avenues; official notification via the DHS, notification by California OES, a national news conference, etc. The following procedures are to be followed anytime the National Threat Level is raised or lowered. The person initiating the notification could be anyone in the department. It is encouraged for anyone who has become aware of the change in National Threat Level, to initiate the notification of change in National Threat Level by following these procedures.

- a. The person initiating the notification process is to contact the FCC and inform them of the change in the national threat level. They will provide the FCC with the following information:
 - Their Name, Rank, Station/Division and location
 - A telephone number at which they can be immediately contacted
 - What the Threat Level is being changed to
 - What their source of information is
 - Any information regarding the threat that initiated the change in the threat level
- b. FCC pages the Threat Notification Officer (Deputy Chief of Special Operations) to call the FCC for an “Urgent” message regarding a change in the National Threat Level. In the event the Deputy Chief of Special Operations does not call within ten minutes, FCC will page the Operations Chief during business hours, or the Duty Deputy Chief after hours with the same message.
- c. The Threat Notification Officer calls the FCC to obtain the employee’s name, callback telephone number and pertinent information about the national threat level change.
- d. The Threat Notification Officer contacts the employee to get a report on the following:
 - Their Name, Rank, Station/Division and location
 - A telephone number they can be contacted at immediately
 - What the Threat Level is being changed to
 - What their source of information is
 - Any information regarding the threat that initiated the change in the

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- threat level
 - Source of the information
 - Threat element (who)
 - Nature of the threat
 - Target
 - Time of the attack/event
 - Estimated impact of the attack/event
- e. The Threat Notification Officer independently confirms the information provided by the employee.
- f. If the information proves to be valid and credible, the Threat Notification Officer contacts the City Homeland Security Director to share the information, ascertain the City-wide OPGON threat level, whether it has changed and any actions being taken.
- g. The Threat Notification Officer contacts the San Diego Police Department's Watch Commander at (619) 531-2205 to share the information if necessary and to receive information on actions taken, if any.
- h. The Threat Notification Officer evaluates the information provided and determines if any reaction by Fire-Rescue is necessary.
- i. If deemed appropriate, the Fire Chief, Assistant Fire Chiefs and Duty Deputy Chief will receive a briefing. The format will be as follows:
 - The updated National Threat Level
 - Source of the information
 - Threat element (who)
 - Nature of the threat
 - Target
 - Time of the attack/event
 - Estimated impact of the attack/event
 - Actions taken by outside agencies
 - Recommended actions for SDFD
 - Recommended OPGON Level for SDFD as a whole, or by division
- j. Once it has been determined what actions are to be taken, the Threat Notification Officer initiates the Workforce Notification Process (see SECT. I.C.) to ensure the leadership and workforce are aware of the National Threat Level and the departments OPGON level.

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C. Threat Level Workforce Notification Procedures

The intent of these procedures is to ensure that the entire workforce is kept informed on the current National Threat Level, the City-wide OPCON Level, San Diego Fire-Rescue's OPCON Level, and what OPCON level each division in the department will operate at under the current conditions.

1. It will be the responsibility of the Threat Notification Officer (TNO) to ensure the Fire Chief, Senior Staff, and the workforce has been notified of any change in the National Threat Level or San Diego Fire-Rescue OPCON Level. The designated Threat Notification Officer will be the Deputy Chief of Special Operations. If the Deputy Chief of Special Operations is not available the first alternate will be the Deputy Chief of Operations, the second alternate will be the Duty Deputy Chief.
2. The TNO will contact the Fire Chief and Senior Staff and brief them on the change in the Threat Level and provide the following information:
 - The National Threat Level
 - The City-wide OPCON level
 - San Diego Fire-Rescue OPCON level by division
 - San Diego Police OPCON level
 - Source of the information
 - Threat element (who)
 - Nature of the threat
 - Target
 - Time of the attack/event
 - Estimated impact of the attack/event
 - Actions taken by outside agencies
3. The TNO will contact the FCC and direct them to send a page to all paging systems (city system, blackberry) informing the workforce that a change in the National and/or San Diego Fire-Rescue OPCON level has occurred.
 - a. Content of the page
 - There has been a change in a threat level
 - The National Threat Level
 - The City-wide OPCON Level
 - The SDFD OPCON Level
 - Actions to take
 - Check email for more detailed information

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Workforce Notification Page Examples

THIS IS NOTIFICATION THAT THE NATIONAL THREAT LEVEL HAS CHANGED/THE NATIONAL THREAT LEVEL IS: HIGH/THE CITY-WIDE OPCON LEVEL IS: ALPHA/THE SDFD OPCON LEVEL IS: ALPHA/ACTIONS: REVIEW OPCON GUIDELINES. CHECK EMAIL FOR MORE INFO

- b. Groups to be paged
 - Staff
 - Operations
 - Lifeguards
 - US&R

- 4. The TNO will contact the FCC and direct them to send an email informing the workforce that a change in the National and/or San Diego Fire-Rescue OPCON level has occurred.
 - a. Content of the email
 - There has been a change in a threat level
 - What the new threat levels are
 - Nature of the threat
 - Actions to take

Workforce Notification Email Examples

Subject: Change in the National Threat Level

Content: Threat Level

This is notification that the National Threat Level has changed. The National Threat Level was at “Elevated” but has now been changed to “High”. The City-wide OPCON Level remains at “ALPHA”. The SDFD OPCON Level remains at “ALPHA”.

Nature of threat

Threats against international flights into the U.S. There was specific intelligence that terrorists may attempt to hijack incoming international flights for the purpose of using the aircraft to attack high value targets.

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Actions

Review the OPCON guidelines contained in SI 12 of the Operations Manual with all employees. Ensure the workplace Threat Level placards reflect the current threat levels.

b. Groups to email

- !SDFD All Captains
- !SDFD All FCC
- !SDFD Battalion Chiefs
- !SDFD Dispatch Management Team
- !SDFD Dispatch Supervisors
- !SDFD PIO
- !SDFD Senior Staff
- !SDFD Battalion Chiefs
- US&R

D. Workforce Response to Notification

1. All supervisors will review both the General Operational Condition Guidelines in Special Instruction 12, Section II, and the Workplace Placard for their workplace.
2. Supervisors will brief their employees on the Threat Level change, the checklists in the General Operational Condition Guidelines and the Workplace Placard.
3. Each supervisor will be responsible for ensuring that all actions in the General Operational Condition Guidelines and the Workplace Placard are carried out immediately.