

# **Florida Chapter**

## **Association of Public Safety Communications Officials**

**(APCO)**



**STATEWIDE PUBLIC SAFETY**

**COMMUNICATIONS**

**MUTUAL AID PLAN**

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan**

**TABLE OF CONTENTS:**

<b>A.</b>	<b>Purpose &amp; Overview.....</b>	<b>3</b>
<b>B.</b>	<b>Goals of Plan.....</b>	<b>4</b>
<b>C.</b>	<b>Mutual Aid Plan:</b>	
	C1. Plan Maintenance.....	5
	C2. Regional Coordinators.....	6
	C3. Plan Activation.....	7
	C4. Plan Logistics.....	11
<b>D.</b>	<b>Appendix:</b>	
	D1 Regional Map.....	13
	D2. Sample Annual Letter to Chief/Agency Head.....	14
	D3. Sample Annual Letter to Communications Director.....	15
	D4. Sample Annual Regional Survey.....	16
	D5. Sample Checklist for Regional Coordinator.....	19
	D6. Sample Checklist for Lead Coordinator.....	21
	D7. Sample Checklist for APCO/SEOC Staff.....	23
<b>E.</b>	<b>Forms:</b>	
	E1. Mutual Aid Request Form.....	25
	E2. Mission Authorization Form.....	27
	E3. Sample State EOC Call Out Roster.....	28

REVISED June 1, 2005

**SECTION A:      PURPOSE & OVERVIEW**

This plan is intended to provide for the systematic mobilization, organization and operation of communications personnel resources from throughout the state to assist public safety agencies in mitigating the effects of a disaster. It is primarily designed to supplement other statewide disaster plans by providing competent, trained, communications professionals to requesting agencies during a major emergency.

Each local agency provides the first line of defense in responding to a disaster or major incident. However, no community has the resources to cope with all emergencies. Public safety communications centers provide essential coordination of all emergency operations during a disaster and will likely experience a tremendous increase in activity. Due to the sophisticated and technically oriented operations of the communications center, it is recognized that many agencies may not be able to provide sufficient staff to meet these needs. In addition, a disaster situation will tax the abilities of the local agency personnel. Some personnel will be unable to work at all due to the catastrophe and others will need relief after working long shifts without any days off.

Florida, with its large and rapidly growing population located in regions susceptible to hurricanes, tornadoes, and flooding accentuates the need for a mutual aid plan of this type.

Hurricane Andrew allowed all agencies in the State of Florida to understand how a major disaster can disrupt normal operations and affect our personnel. It was immediately following this major storm that the Florida Chapter of APCO set out to coordinate a request from the Miami Dade Fire Department for mutual aid assistance in their communications center. Following this successful mission, Florida APCO formed a Disaster Mutual Aid Committee to map out a plan, which would formalize the ability to provide communications assistance to all agencies in the State.

This plan is designed to work in conjunction with the State of Florida, Division of Emergency Management, and Statewide Disaster Plan. Emergency Support Function (ESF) #2 “Communications” in conjunction with (ESF) # 4/9 “Fire & Rescue and # 16 “Law Enforcement”.

**SECTION B: Goals**

This plan is designed to achieve the following goals:

1. Create a mechanism to provide public safety communications mutual aid assistance to any agency in the State of Florida during a disaster or major emergency situation.
2. Provide a written plan with checklists that will guide agencies and regional coordinators in carrying out their duties.
3. Provide a mechanism for the Plan to be reviewed annually and updated as dictated by the needs of the agencies and the organization.
4. Provide a written overview of the Plan to all Florida agencies each year, serving to educate all public safety entities as to the existence of the plan and how it works; and to enhance awareness of the need to have proper disaster preparedness plans relating to the communications function.
5. Provide an annual assessment of each region in the State to determine their ability to provide or receive mutual aid assistance under this plan.

## **SECTION C: MUTUAL AID PLAN**

### **C1. PLAN MAINTENANCE**

This mutual aid plan shall be maintained by the Florida Chapter of APCO and is designed to provide service to all public safety agencies in the State of Florida, regardless of whether they are APCO members.

The Florida Chapter of APCO shall operate a Disaster Mutual Aid Committee (Disaster Committee=DC) that shall be charged with the primary responsibility to maintain this plan.

The DC will meet annually usually in the month of January for the purpose of reviewing the plan and making any adjustments that are required. Changes in state law and creation or modification of other mutual aid programs may necessitate changes in this plan.

During the annual Spring APCO Conference, the DC will provide an educational session that will review the mutual aid plan and how it works.

Each May, the DC'S regional coordinators will be responsible for conducting an annual assessment of the public safety communication centers in their zone. This assessment will involve identifying the various centers in each region and developing knowledge of their operations. Regional Coordinators should schedule meetings to review the Mutual Aid Program with the public safety agencies in their zone.

Each May, to coincide with the start of the hurricane season in June, the DC will coordinate notifications to all public safety agency heads in the State, to educate all agencies as to the plans existence and how it operates. Each agency will be notified of the region to which they have been assigned and their regional coordinator will be announced. [See Appendix D2 on Page 12 for a sample annual letter].

Each May, the APCO DC Chair will mail the State's Division of Communications/Fire & Rescue/Law Enforcement and the State Division of Emergency Management a Call Out Roster which will identify a series of personnel who may be contacted in the event the statewide disaster plan is activated and/or telecommunicator mutual aid is needed, [see Form E-e on Page 26].

## **C2. REGIONAL COORDINATORS**

The State of Florida has been divided up into six regional response zones, (see Appendix D1 on Page 10. Regions have been sized in a configuration that enables travel by automobile to any point in the region in less than three hours.

The Chair of the APCO DC will appoint a regional coordinator to serve each zone. This regional coordinator will serve as the liaison to all public safety agencies in their zone. They will also provide an interface between the APCO mutual aid plan and the State's Emergency Operations Center (SEOC).

Regional Coordinators also have the following duties:

1. Serve as members of the APCO Disaster Mutual Aid Committee (DC) and attend DC meetings.
2. Provide input on needed changes to the mutual aid plan at the annual DC review meeting.
3. Become knowledgeable of the public safety communications resources that are available within the region.
4. Work to educate agencies within the region on the existence and specifics of the plan.
5. Work to coordinate the mobilization of public safety communication resources from within their region to assist another region during time of disaster; or work to identify the needs of agencies within the region following a disaster even affecting their area.
6. Be prepared to staff an APCO mutual aid coordinator center that will help allocate resources.

Regional coordinators have a responsibility to become fully versed on all aspects of the mutual aid plan, and be willing to play a major role in the activation of the plan.

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Page 7**

Regional Coordinators will designate a backup coordinator who may function in their place and who can assist them with their duties. Whenever possible, the backup coordinator will be geographically separated from the Regional Coordinator.

The use of regional coordinators will allow communications to flow through a smaller number of designated channels. This should reduce the duplication and confusion that occurs when multiple agencies throughout the State all contact the stricken agency individually to offer assistance.

### **C3. PLAN ACTIVATION**

The mutual aid plan is designed to provide trained telecommunications personnel to a requesting agency in time of disaster. The plan will usually be activated in conjunction with the State of Florida Disaster Plan and/or the activation of the State Emergency Operations Center (SEOC).

The Division of Emergency Management understands a request may come into any of the ESF's identified as EFS 2-4/9-16. Upon request, personnel from any of the ESF's identified would notify APCO personnel using a provided roster. APCO would then be responsible for to activate a Mutual Aid Coordinator Center (MACC), which would work closely with the SEOC in Tallahassee.

Requests for mutual aid personnel may be channeled to the SEOC from any County EOC or may be received from the Regional Coordinator. The APCO Coordinator Center will work with the Regional Coordinators to identify available resources. Resources will be deployed through the MACC, who will coordinate authorization with the SEOC.

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Page 8**

The communications flow should be as follows:

1. In advance of a predicted major event (IE: hurricane), each **Regional Coordinator** should:
  - A) Review this plan and make phone contact with the chair of the APCO Disaster Mutual Aid Committee.
  - B) Review telephone numbers and agency contact information.
  - C) Poll agencies in their region to determine availability of mutual aid personnel.
2. Following a disaster event, the **Regional Coordinator** in the involved area must make an immediate decision as to whether or not they will be able to function as the Lead Coordinator for mutual aid assistance.
  - Is the event a small scale or short duration emergency (IE: tornado or flooding), which can be handled using assistance only from within the region?
  - Is the emergency small scale, but involving the regional coordinators home agency, requiring coordination and assistance from another regional coordinator or the Back-Up Coordinator within the region?
  - Is the emergency large scale and likely requiring assistance from all or many of the regions in the State?



**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Page 9**

3. The regional coordinator in the affected area(s) should contact the Chair of the APCO DC and report their situation. In the absence of being able to contact the Chair of the APCO DC (i.e.: the disaster has affected their agency), then the Regional Coordinator should directly contact their backup region and the Florida Chapter APCO President.

Backup and assistance for each region will be handled as follows:

**Northwest Region backs up Northeast Region**

**Northeast Region backs up Northwest Region**

**Central Region backs up Southeast Region**

**Southeast Region backs up Southwest Region**

**Southwest Region backs up Central Region**

4. APCO will activate a Mutual Aid Coordination Center (MACC), which will coordinate incoming status reports and requests for assistance. This MACC will operate twenty-four hours a day and be available to process requests for mutual aid assistance. A single person must be designated as the Supervisor for the MACC. (note: the Lead Coordinator may function in both roles).

It is imperative that the SEOC in Tallahassee be notified of the MACC activation and that the SEOC has a list of telephone and FAX lines upon which to communicate with the MACC.

**EXAMPLE OF PLAN ACTIVATION:**

A disaster has hit the Central Region. The Central Region Coordinator has determined that they will be able to function as the Lead Coordinator for mutual aid assistance.

The Central Region Coordinator reports their situation to the Chair of the APCO DC. An initial assessment is provided and plans discussed. A decision must be made as to whether the Coordinator of the involved region will be able to activate the APCO Mutual Aid Coordination Center, or whether another region should undertake this task to assist the involved regional coordinator.

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Page 10**

Once the APCO MACC is opened, the State EOC must be notified immediately in order to facilitate the orderly flow of information and mission authorization. If possible, there will be an APCO liaison working at the SEOCC coordinating the efforts with the MACC.

The MACC will insure that all other DC Regional Coordinators are contacted immediately with a status report.

The Central Region Coordinator, Functioning as the Lead Coordinator, will then work with the agencies in their region to determine what assistance is needed.

The Lead Coordinator will then work with the APCO MACC to line up needed assistance, (note: the MACC may be operating out of the Lead Coordinators home agency, or may be set up at another public safety agency). Affected agencies may also request assistance directly to their County EOC, which will forward the request to the State EOC in Tallahassee, who will refer the request to a APCO Disaster Committee Rep located at the SEOCC or back to the MACC APCO for action.

If this were a small-scale emergency, it is possible that the involved region may be able to provide their own “local” mutual aid forces to handle the situation. In a larger scale emergency, or one happening in a less populated region, it may be necessary to call in assistance from other regions. The APCO MACC would coordinate available resources.

The APCO MACC is responsible for the scheduling and other logistics involved in bringing in mutual aid communications forces. This function will be coordinated using the existing policies and procedures in place at the State EOC governing other mutual aid forces.

It should be noted that the Regional Coordinator “Lead” duties could be assumed by the Back-Up Coordinator in the event the disaster struck the agency of the designated Regional Coordinator.

5. The APCO DC Chair will serve as a liaison and will be available to provide assistance and guidance on various aspects of the plan. The APCO DC Chair will also insure that periodic status reports are transmitted to all regional coordinators and to other interested parties, including the APCO Executive Board.



#### **C4. PLAN LOGISTICS**

The following specific points must be acknowledged for this plan to function:

- a. It is recommended that Mutual Aid Communications Personnel be scheduled for no less than a three (3) to five (5) days tour of duty. The sending and receiving agency will coordinate the maximum length of stay. This method of scheduling will allow sufficient time for personnel to be trained in the operation of the local agency and will expose them to the disaster conditions for a short period of time.
- b. Whenever possible, multiple personnel being assigned to the same agency should all come from the same source. In all cases, a 'group supervisor' should be appointed to manage the group and insure that proper policies and procedures are followed (IE: utilization, work assignment, etc).
- c. Mutual Aid forces must be prepared to respond as a self contained unit which will not further burden the disaster agency. It is very important that the responding personnel be fully informed on the conditions that they will face so that they may be properly prepared and equipped. Information on conditions at the scene is gathered at the time a mutual aid request is received, (see Form E-1 on Page 23).
- d. Responding personnel may first need to check in at a mutual aid staging area, before proceeding to their specific assignment.
- e. The agency receiving the mutual aid forces should designate a coordinator to work with the arriving mutual aid personnel. This coordinator will be responsible for orienting the mutual aid personnel to their duties and will be responsible for any training that may be required. They will also work with the mutual aid personnel to resolve any conflicts or issues that may arise. Arriving mutual aid personnel should be interviewed to verify their credentials and skill level and to make sure they have the proper authorizing paperwork, (IE: a Mission Authorization Form signed by their agency head - see Form E-2 on Page 25).

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Page 12**

- f. The agency receiving mutual aid assistance should evaluate the needed job tasks and functions to identify appropriate work that may be accomplished by the mutual aid personnel. It is very important that mutual aid personnel be utilized in a safe and efficient way that will not create an unnecessary liability exposure for either the sending or receiving agency. It is recommended that personnel not be scheduled to function for more than twelve continuous duty hours.
- g. Rules regarding reimbursement for expenses incurred by Mutual Aid personnel will follow the existing guidelines of the State of Florida Mutual Aid Plan. In almost all federally declared disasters, reimbursement for expenses is available from the Federal Emergency Management Agency (FEMA), if proper documentation is maintained and the mission was properly authorized.
- h. The DC Chair and/or APCO President will work with the APCO MACC Supervisor to insure twenty-four hour coverage of the Coordination center.

**NORTHWEST REGION**

ESCAMBIA	WASHINGTON	FRANKLIN	JEFFERSON
SUWANNEE	SANTA ROSA	BAY	LIBERTY
MADISON	HAMILTON	OKALOOSA	GULF
GADSDEN	TAYLOR	WALTON	CALHOUN
LEON	DIXIE	HOLMES	JACKSON
WAKKULLA	LAFAYETTE		

**NORTHEAST REGION**

COLUMBIA	MARION	PUTNAM	CLAY
BAKER	GILCHRIST	VOLUSIA	ALACHUA
UNION	DUVAL	LEVY	FLAGLER
BRADFORD	ST JOHN	NASSAU	

**CENTRAL REGION**

CITRUS	LAKE	SEMINOLE	OSCEOLA
POLK	HERNANDO	SUMTER	ORANGE
BREVARD	INDIAN RIVER	PASCO	

**SOUTHWEST REGION**

PINELLAS	HARDEE	CHARLOTTEE	HIGHLANDS
DESOTA	HILLSBOROUGH	LEE	GLADES
MANATEE	SARASOTA	COLLIER	HENDRY

**SOUTHEAST REGION 1**

MARTIN	OKEECHOBEE	BROWARD
ST.LUCIE	PALM BEACH	

**SOUTHEAST REGION 2**

DADE	MONROE
------	--------

**APPENDIX D2:  
Sample Annual Letter to each agency head/Chief  
Page 14**

<May 2005>

<Chief John Doe>  
<Municipal Fire Department> (or Police Department)  
<1 Main Street>  
<Anywhere, Fl. 00000>

<Dear Chief Doe:>

Since 1992, after Hurricane Andrew, the Florida Chapter of APCO (Association of Public Safety Communications Officials) identified the need for a plan that would provide professional and trained communications personnel to agencies during times of disaster. We have had the opportunity to activate this plan, as recently as the storms of 2004, with much success.

A statewide communications disaster mutual aid plan was developed that will augment other disaster plans already in use in your area.

This plan results in the State of Florida being divided up into six regions: Northwest, Northeast, Central, Southwest, and Southeast 1 & 2. Each region has an appointed regional coordinator who is available to assist you and your agency in time of emergency.

You are in the **NORTHEAST REGION**

Your regional coordinator is: \_\_\_\_\_  
Agency Direct Phone No: \_\_\_\_\_  
24-Hour Phone Number: \_\_\_\_\_  
FAX Number: \_\_\_\_\_

I have attached a copy of the APCO Disaster Mutual Aid Communications Plan for your review. Please pass it along to the division or individual in your agency who is responsible for public safety communications.

Our regional coordinator will also contact your Communications Division to determine if your agency would be able to provide trained communications personnel to assist another agency during time of disaster.

Please contact us if you have any questions or need further information.

\_\_\_\_\_  
<Name of APCO DMAC Chair>

Chair  
Disaster Mutual Aid Committee



**Appendix D3:  
Sample Letter to Communications Directors  
Page 15**

<May 2005>

<Ms. Joan Doe>  
<Communications Director>  
<Municipal Fire Department>  
<1 Main Street>  
<Anywhere, Fl. 32000>

<Dear Director Doe>

In 1992, as a result of Hurricane Andrew, the Florida Chapter of APCO (Associated Public Safety Communications Officials, Inc.) formed a Disaster Mutual Aid Committee. This Committee worked on a comprehensive plan that would organize available public safety communications personnel to assist any local agency in the event of a disaster. The Plan has been mailed to your agency head for review and transmittal to you.

This Disaster Mutual Aid Plan is designed to augment other disaster plans already in use in your area and divides the State of Florida six separate regions; Northeast, Northwest, Central, Southwest, and Southeast 1 & 2. Each zone has a designated Regional Coordinator who is responsible for educating agencies in their area on the plan's existence.

I have been designated as the Coordinator for the <SOUTHEAST> region, which is the zone in which your agency is located. One of my duties as Coordinator is to conduct an annual survey to determine which agencies would be willing to participate in a Mutual Aid plan and obtain information from those agencies as to their staffing and equipment.

The Plan will create a centralized system for requests and organization of mutual aid resources, thus reducing unnecessary duplication of effort.

(continued)

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Appendix D4: Sample Mutual Aid Survey  
Page 16**

<Joan Doe>  
<APCO Disaster Mutual Aid Plan>  
<May 2005>  
<Page 2>

I am enclosing a survey, which is being sent to all public safety agencies in our region. Please return this survey to:

<Coordinator Name>  
<Southeast Regional Coordinator>  
<Coordinator's Agency Name>  
<1 North Main Street>  
<Anywhere, Fl. 32000>

Coordinators Telephone Number: <000-000-0000>  
Agency's 24-Hour Telephone Number: <000-000-0000>  
Agency's FAX Number: <000-000-0000>

I am looking forward to hearing from you and would appreciate any comments or suggestions you may have. Please feel free to contact me at any time.

Sincerely,

<Coordinator Name>  
<Southeast Regional Coordinator>  
<Florida Chapter APCO>  
<Disaster Mutual Aid Committee>

ENCLOSURE: Mutual Aid Survey

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Appendix D4: Sample Mutual Aid Survey  
Page 17**

AGENCY NAME: \_\_\_\_\_

AGENCY MAILING ADDRESS: \_\_\_\_\_

AGENCY STREET ADDRESS: \_\_\_\_\_

AGENCY 24-HOUR PHONE NUMBER: ( ) \_\_\_\_\_

**Person authorizing response to this survey:**

NAME: \_\_\_\_\_

RANK/TITLE: \_\_\_\_\_

1. Is your agency able to participate in a Mutual Aid Plan to provide trained telecommunications personnel to other public safety agencies during a declared disaster?  
( ) YES NO ( )

**NOTE: Checking "yes" does not obligate your agency to provide personnel or other resources. Your agency's head will make a decision on your ability to provide assistance at the time an individual request is made.**

2. Total number of Public Safety Communications personnel authorized in your Communications Center? \_\_\_\_\_
3. Does your agency dispatch/perform the following? (check all that apply)
  - ( ) Law Enforcement
  - ( ) Fire/Rescue
  - ( ) Emergency Medical Services
  - ( ) Local Government/Streets/Parks/Traffic Signals
  - ( ) Airport/Aeromedical
  - ( ) Emergency Medical Dispatch {EMD} Program
  - ( ) IDT Trained

**Appendix D4: Sample Mutual Aid Survey, continued**

**Page 18**

5. Does your agency use any of the following equipment?

- E-911 System ALI/ANI Equipment/Screens
- Multi-Line Telephone Equipment
- Multi-Channel Radio Consoles \_\_\_\_\_  
800 MHZ  YES  NO

6. Do your personnel have their own assigned headsets or could you provide headsets to personnel you allowed to respond to mutual aid request?

- No, headsets are not available  Yes, headsets are available

7. Does your agency have a mobile command post or other vehicle?  
that could be used to transport your personnel to the disaster scene and to provide them  
with shelter?  NO  YES

**NOTE: Personnel are usually assigned for a period of between three and five days, and must be prepared to respond as a completely self-contained unit providing their own food, water, and sleeping material. At the time of a specific mutual aid request, you will be notified of the conditions known to exist at the site in order that you can prepare accordingly.**

**Thank you in advance for your prompt assistance.  
Please return this form to your regional coordinator.**

**APPENDIX D5: REGIONAL COORDINATOR CHECKLIST**

**ANNUAL FUNCTIONS:**

- ( ) Attend DC annual meeting to review plan and provide recommended updates.
- ( ) Coordinate notification to all public safety agency heads in your region.
- ( ) Inventory agencies in your region to determine the type of personnel being used and their ability to provide mutual aid assistance. It is recommended that a survey be mailed to all agencies and a meeting be held to educate all agencies on the plan's existence.

**IMMEDIATELY PRIOR TO AN ANTICIPATED EMERGENCY:**

- ( ) Review APCO Disaster Mutual Aid Plan
- ( ) Contact DC Chair for initial discussion and coordination.
- ( ) Anticipate conference call from DC Chair and other regional coordinators.
- ( ) Poll area agencies regarding their ability to provide or receive mutual aid assistance.

**IMMEDIATELY AFTER A DISASTER EVENT OCCURRING IN YOUR REGION:**

- ( ) Determine local situation. Can you function as the Lead Coordinator for your region? If not, can your Back-Up Coordinator handle this function?
- ( ) Contact DC Chair and review situation.
  - + Decide on a Lead Coordinator
  - + Discuss initial status/impact to region
  - + If unable to reach DC Chair, then contact designated backup regional coordinator and then contact the Florida APCO Disaster Committee Oversight Board Member and/or President.
- ( ) See Lead Coordinator Work Sheet

## **APPENDIX D5: Regional Coordinator Checklist, continued**

Page 20

### **IMMEDIATELY AFTER A DISASTER EVENT NOT IN YOUR REGION:**

- ( ) Monitor media reports for information
- ( ) Determine your ability to respond and staff the APCO Mutual Aid Coordinator Center (MACC) desk.
- ( ) Anticipate receiving an initial status report from the affected region(s) via the APCO MACC.
  
- ( ) Contact the DC Chair if no report is received in 24 hours. If unable to contact the DC Chair, then contact the Florida APCO President and Disaster Oversight Board Member
  
- ( ) If requested to provide mutual aid assistance, you will be contacted by the APCO MACC, and you will receive a MUTUAL AID ASSISTANCE FORM.
  - + Contact area agencies and determine if they will be able to provide assistance. You may E- mail or FAX them a copy of the ASSISTANCE FORM to show them what is being requested.
  
  - + E-mail or FAX a listing of available resources to the APCO MACC, who will work with the Lead Coordinator to determine which resources will be needed and when.
  
- ( ) If the APCO MACC needs one of your teams, you will be notified of their deployment. The APCO MACC will then contact the offering agency directly to make final arrangements.

**APPENDIX D6:            LEAD COORDINATOR WORKSHEET**

If Lead Coordinator is not operating the MACC:

- ( )    Contacts the APCO MACC. Provide them with your name and contact numbers.
- ( )    Gather initial status report and forward to the APCO MACC. They will distribute the status report to all other APCO/MACC Regional Coordinators within the first 24 hours.

In all cases, do the following:

- ( )    Contact as many public safety agencies in the affected area as possible:
  - + Do they have your name, contact number, and understand that they can request telecommunicator assistance through their County EOC to the State EOC, or by calling the Regional Coordinator directly.
- ( )    If an agency needs assistance, fill out a REQUEST FORM. (E-mail or FAX this form to the MACC for processing if you are not operating the MACC yourself).
- ( )    Tell the agency needing assistance that if they get any other phone calls from agencies offering to provide communications assistance, to have that agency contact the Lead Coordinator or their own Regional Coordinator.
- ( )    In a large scale/wide area emergency, consider sending out a group message (IE: law enforcement teletype) that alerts all agencies that APCO MACC is coordinating mutual aid communications assistance. This will help alert agencies that may need assistance and might cut down on the number of agencies who attempt to directly contact the stricken agencies to offer assistance.
- ( )    Regional Coordinators will contact the APCO MACC with a listing of available resources in response to mutual aid requests made in the region.
- ( )    The APCO MACC will work with the Lead Coordinator and determine the most appropriate resource for each mission and then notify the involved Regional Coordinator of the selection.

**APPENDIX D6: Lead Coordinator Checklist, continued**

- ( ) When a team has been selected for a mission, the APCO MACC must contact the State EOC and obtain “mission authorization” in order that a tracking number will be assigned and the activity will be recognized as an official response to the disaster. This step must be completed before mutual aid assistance is deployed in order for FEMA to consider the mission for reimbursement.
  
- ( ) When a team has been selected and the MISSION AUTHORIZATION FORM is completed; the APCO MACC should contact the agency requesting the Mutual Aid to notify them who is responding, dates, ETA’s, etc. They will verify that no changes have occurred in the mission since their initial request (IE: specifically no changes in the need for food, shelter, etc.)
  
- ( ) Keep in touch with all agencies in the affected area by telephone, e-mail, FAX, or law enforcement teletype, or other disaster coordinator’s (i.e.: Florida Fire Chief’s Disaster Liaison), to determine need for assistance.
  
- ( ) When a team has completed a tour of duty, the APCO MACC will contact their regional coordinator who will communicate back to their home agency and obtain a debriefing to determine any problems, issues, etc.
  
- ( ) Consider use of CISM teams to assist personnel during or after their tour of duty.
  
- ( ) When the situation is stabilized and no further assistance is likely, notify the APCO MACC who will communicate to the State EOC. All Regional Coordinators should be notified when the MACC Center is closed. Note: after the initial stages of a major disaster, it is very possible that the MACC will only operate twelve or eight hours a day. Twenty-four operations should only be needed during the initial phase of the emergency.



**APPENDIX D7: APCO MACC Checklist**

- ( ) Arrange for necessary phone lines and FAX lines and compile list of telephone numbers at which you can be contacted.
- ( ) Contact the Lead Coordinator and notify them that the MACC has been opened. Provide contact numbers and determine an initial assessment of what has occurred and what may be needed.
- ( ) Notify APCO DC Chair that the MACC has been opened.
- ( ) Contact the State EOC (APCO D.C REP) in Tallahassee and provide all of your contact numbers and your hours of operation.
- ( ) Make contact with all other Regional Coordinators to verify contact numbers and to provide current situation and status report.
- ( ) Receive mutual aid requests referred from the State EOC or from the Lead Coordinator. E-mail or FAX these requests to the other Regional Coordinators.
- ( ) Receive offers of mutual aid assistance from the Regional Coordinators who are responding to your requests. Evaluate the available resources with the requests being made and consult with the Lead Coordinator on the proper selection.
- ( ) Notify the Regional Coordinator of any teams that you are selecting for deployment.
- ( ) Communicate directly with the agency designated to provide mutual aid, and e-mail, E-mail or Fax them the appropriate MUTUAL AID REQUEST FORM and a MUTUAL AID AUTHORIZATION FORM. You must receive back a copy, via e-mail or fax, of the signed MUTUAL AID AUTHORIZATION FORM, signed by the agency head, before a team can be activated. (electronic signatures accepted)
- ( ) Coordinate the team's response with other resources in the State EOC each time a team is deployed on a mutual aid mission.
- ( ) Notify the team of the recommended travel route and any other instructions, including a staging area and any changes in the environment at the scene, which may alter, their resource needs (IE: drinking water).

**APPENDIX D7: APCO/DMAC Desk Checklist, continued**

- ( ) Maintain a master list of all teams deployed, including personnel names and duty assignments.
  
- ( ) When a team has completed its tour of duty, notify their Regional Coordinator who should contact their agency after their return to obtain a briefing. The results of this briefing should be reported back to the APCO MACC.
  
- ( ) Consider use of CISM resources for personnel in the affected area.

**MUTUAL AID REQUEST FORM:  
FORM E-1**

(this form is usually filled out by the Regional Coordinator of APCO MACC based on a telephone interview with the requesting agency)

NAME OF AGENCY NEEDING MUTUAL AID: \_\_\_\_\_

LOCATION/ADDRESS WHERE AID IS NEEDED: \_\_\_\_\_

AGENCY'S 24 HOUR ACCESS PHONE NUMBER: ( ) \_\_\_\_\_

CONTACT PERSON HANDLING MUTUAL AID: \_\_\_\_\_

CONTACT PERSON'S PHONE NUMBER: \_\_\_\_\_

CONTACT PERSON'S FAX NUMBER: \_\_\_\_\_

CONTACT PERSON'S E-MAIL NUMBER: \_\_\_\_\_

**DATES ASSISTANCE WILL BE NEEDED: FROM \_\_\_\_\_ TO \_\_\_\_\_**

**NUMBER OF PERSONS NEEDED EACH 24 HOUR PERIOD:**

(personnel should not work more than 12 hours a day)

**TYPE OF PERSONNEL NEEDED:** Do not specify unless needed for specific job duty-  
i.e. center needs to screen in-coming calls, needs EMD certified personnel, etc.  
(police dispatchers; police teletype operators, fire/rescue dispatchers, 911 call takers, EMD call  
takers, bilingual operator, etc.)

**FORM E-1: MUTUAL AID REQUEST FORM, continued**

**DESCRIBE THE WORK SCHEDULE:** (1 person 0800-2000, 2 people from 2000 0800)

**DESCRIBE CONSOLE/CAD/TELEPHONE SYSTEMS BEING USED:**

**WHERE WILL MUTUAL AID PERSONNEL BE HOUSED:** (at home agency, in area public safety agencies {fire stations}, homes of employees, are sleeping bags, pillows, sheets needed?)

**ARE FOOD AND SUPPLIES NEEDED:** (should mutual aid personnel bring food, water, bug spray? Will supplies be provided, or must mutual aid personnel purchase them on scene, or bring them?)

**WHAT TRANSPORTATION IS AVAILABLE:** (is gasoline available for mutual aid vehicles? are special passes needed? are their travel restrictions, curfews?)

**WHAT EQUIPMENT IS NEEDED?** (headsets, etc)

**DESCRIBE GENERAL CONDITIONS/SPECIAL CIRCUMSTANCES:**  
(condition of building, amount of destruction, etc). This will mentally prepare the responder as to the conditions they will be working in.

**Florida Chapter  
Associated Public Safety Communications Officials (APCO)  
Statewide Disaster Mutual Aid Plan  
Page 27**

**FORM E-2:MISSION AUTHORIZATION FORM**

TO: \_\_\_\_\_  
(agency head/chief)

\_\_\_\_\_  
(agency name)

FROM: **APCO/Disaster Mutual Aid Coordination Center**

\_\_\_\_\_  
(MACC Supervisor Name)

\_\_\_\_\_  
(MACC Telephone Number / E-mail Address)

\_\_\_\_\_  
(MACC FAX Number)

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

Your agency has indicated its willingness to provide temporary mutual aid assistance to the  
\_\_\_\_\_  
(name of requesting agency)

Your signature below authorizes your personnel to respond to this emergency situation as outlined on the attached REQUEST FORM. You understand that your agency is responsible for wages, compensation, and other costs incurred by your personnel. In most federally declared disasters, these costs are eligible for reimbursement from FEMA. It will be your agency's responsibility to file for reimbursement if you desire to do so.

Please list each employee authorized by you to respond to this emergency. Personnel must have some type of photo ID card that identifies them. If more than one employee is being sent, you must identify one member of the group as the 'group leader' or 'supervisor'.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your personnel will be asked to make daily contact with their home agency to report in. It is understood that you may cancel your mutual aid assistance at any time and direct that your personnel return.

\_\_\_\_\_  
(Signature of Agency Head/Chief) (date)

[keep a copy of this for your agency records]  
[E-mail or FAX a signed copy to the APCO Mutual Aid Coordination Center listed above  
[send original with mutual aid personnel to give to requesting agency]



## FLORIDA CHAPTER

**Florida Chapter  
Association of Public Safety  
Communications Officials  
Disaster Mutual Aid Committee  
Contact Roster**

Revised 06/01/05

NAME	AGENCY	OFFICE	24hr #	FAX	E-mail
<b>Disaster CHAIR</b>					
Natalie Duran	Miami-Dade Fire Rescue Dept.	786-336-6675	305- 596-8576	305- 596-8527	<a href="mailto:natalie.duran@miamidade.gov">natalie.duran@miamidade.gov</a> <a href="mailto:BFIT911@aol.com">BFIT911@aol.com</a>
<b>Board Oversight</b>					
Ricky Rowell	Nassau County Sheriff's Office	904-548-4022		904-548-4122	<a href="mailto:ricky@nassaucountysheriff.com">rickyr@nassaucountysheriff.com</a>
<b>NW Region</b>					
Shawn Hogan					<a href="mailto:Sdh1823@aol.com">Sdh1823@aol.com</a>
Joe Cunningham	Walton County E.M./911	850-892-8065			<a href="mailto:jrcunningham@earthlink.net">jrcunningham@earthlink.net</a>
<b>NE Region</b>					
Lisa Cayhill	Marion Co. S.O.		352-732-9111	352-620-7215	<a href="mailto:lkayhill@sheriff.marioncountysso.org">lkayhill@sheriff.marioncountysso.org</a>
Linda Ottinger	Nassau Co. S.O.	904-225-0331	904-225-0331	904-225-9189	<a href="mailto:lindao@nassaucountysheriff.com">lindao@nassaucountysheriff.com</a>
<b>Central Region</b>					
Amy Campbell	Orange Co. S.O.	407-836-3908		407-836-3913	<a href="mailto:amy.Campbell@co.orange.fl.us">amy.Campbell@co.orange.fl.us</a>
Nancy King	Orange Co. S.O	407-836-3968		407-836-3913	<a href="mailto:nancy.king@co.orange.fl.us">nancy.king@co.orange.fl.us</a>

**SW Region**

Relinda Broom	Charlotte County SO	941-639-0013			<a href="mailto:relindabroom@ccso.org">relindabroom@ccso.org</a>
Pam Jones	Sarasota Co.	941-951-5573		941-861-4069	<a href="mailto:pjones@co.sarasota.fl.us">pjones@co.sarasota.fl.us</a>

**SE Region 1**

Robin Schmidt	West Palm Beach PD	561-653-3453	561-653-3457	561-653-2818	<a href="mailto:Rschmidt@wpb.org">Rschmidt@wpb.org</a>
Nancy Dzoba	Ft.Lauderdale PD	954-828-5698	954-828-5699	954-828-5684	<a href="mailto:Ndzoba@fortlauderdale.gov">Ndzoba@fortlauderdale.gov</a>

**SE Region 2 (Miami, Monroe)**

Natalie Duran	Miami Dade Fire Rescue	786-336-6675	305-596-8576	305-596-8527	<a href="mailto:natalie.duran@miamidade.gov">natalie.duran@miamidade.gov</a>
Nancy Dzoba	Ft.Lauderdale PD	954-828-5698	954-828-5699	954-828-5684	<a href="mailto:Ndzoba@fortlauderdale.gov">Ndzoba@fortlauderdale.gov</a>



**FLORIDA CHAPTER**  
**ASSOCIATED PUBLIC SAFETY COMMUNICATIONS OFFICIALS**  
**RECEIPT FOR STATEWIDE PUBLIC SAFETY COMMUNICATIONS**  
**MUTUAL AID PLAN**

Agency Name: \_\_\_\_\_

Person Receiving Copy of Plan: \_\_\_\_\_  
(Print Name)

Communications Manager's Name: \_\_\_\_\_

Communications Manager's Phone Number: \_\_\_\_\_

Agency Phone Number: \_\_\_\_\_

Agency Fax Number: \_\_\_\_\_ Number of Employees in Your  
Center: \_\_\_\_\_

County Name: \_\_\_\_\_ Region: \_\_\_\_\_

Radio System: \_\_\_\_\_

CAD System: YES \_\_\_\_\_ VENDOR \_\_\_\_\_ NO \_\_\_\_\_

EMD Certification: YES \_\_\_\_\_ NO \_\_\_\_\_ UNKNOWN \_\_\_\_\_

Dispatch for: Police \_\_\_\_\_ Fire \_\_\_\_\_ Combined Center \_\_\_\_\_

Is your Agency Part of the State Mutual Aid Plan:

YES \_\_\_\_\_ NO \_\_\_\_\_ UNKNOWN \_\_\_\_\_

Is Your Agency Part of a State/County Inter local Agreement?

YES \_\_\_\_\_ NO \_\_\_\_\_ UNKNOWN \_\_\_\_\_

Signature of Recipient: \_\_\_\_\_

