

FRAMINGHAM POLICE DEPARTMENT		Next Review Date: Annually
Subject: Emergency Operations Center		Effective Date: 07/01/2003; Rev. 01/25/2013; 03/18/2020; Rev. 12/01/2022
Category: 500 – Emergency Procedures		Expiration Date: Indefinite
MASSACHUSETTS POLICE ACCREDITATION STANDARDS REFERENCED:		POLICY 500-2
Distribution: Sworn Personnel Communications Specialist	Issuing Authority <i>Lester Baker</i> Lester Baker Chief of Police	

Policy Statement

The purpose of this policy is to establish a framework of basic procedures that can be utilized as guidelines by members of the Framingham Police Department when the City of Framingham’s Emergency Operations Center (EOC) is activated.

All members of the Framingham Police Department, especially ranking officers and communications personnel, shall completely familiarize themselves with the information, procedures and guidelines that follow.

The City’s Emergency Operation Center (EOC) is a communications center designed to coordinate the major departments within Framingham that are involved providing emergency services during a crisis. Emergencies include but not limited to: severe weather, explosions, large-scale disturbances, large fires, pandemics and major damage to the City’s infrastructure. The EOC center is physically located at Police Department Headquarters- 3rd floor and is activated at the direction of the City’s Emergency Management Director (EMD). The EMD or his/her designee is the EOC Director and is responsible for coordinating the various departments represented. Each department present at the EOC is represented by personnel with

senior command positions within their agencies.

References

None

Special Terms

None

Policy

I. EOC Notification

- A. Notification: Once the EMD has activated the EOC, the Chief of Police (or designee) shall ensure that the Deputy Chiefs are notified. The Deputy Chiefs shall notify personnel under their respective commands that the EOC is activated.
- B. Police Communications shall notify all personnel, via the radio, that the EOC has been activated and log the time of the activation.
- C. All calls received at Police Headquarters, related to the existing emergency and are:
1. non-life threatening and
 2. non-police related,
- shall be transferred to 532-5800. All efforts shall be taken to transfer the calls and not to direct the citizens to dial the number themselves. This line is the central answering point of the EOC and will reduce calls received at police headquarters.
- D. The Chief of Police or his/her designee shall report to and work out of the EOC Communication Center until de-activation is announced.
- E. All radio communications from the EOC communications center shall be transmitted to the appropriate agency, i.e. Fire Department, Police Department, DPW, etc.
- F. Operations for the Police Department shall remain on the primary

radio channel. The EOC will monitor all frequencies and will be aware of any situation that should develop.

II. Deactivation

- A. The EOC shall notify the Police Communications center when the EOC is no longer in service.
- B. The Police Communications Center shall notify all personnel, via the radio, that the EOC has been de-activated and log the time of de-activation.