



EVERYONE WORKING TOGETHER - FOR THE SAFETY OF EVERYONE

MAKE - SAFE

QUICK REFERENCE GUIDE

Instructions

Identify, Record, Prioritize, and Track
Local EOC / Municipalities

Local Emergency Operations Center (EOC)

- a. USE the Blocked Roads form and RECORD the Make-Safe ¹blocked road location, condition, and priority in the Town EOC.
- b. NOTIFY the applicable utility companies of the Make-Safe blocked road location that need their support for clearing. NOTIFY any municipal town/city agencies needed to assist.
 1. Electric utilities can also coordinate phone and cable TV utilities via phone / cable liaisons embedded in the utility EOCs.
- c. TRACK progress and use proper COMMUNICATION FLOW and METHODS for the Make-Safe location operation and utility support needed until the scenario is complete.
- d. The town designates an **On-site Town Representative** as the point of contact to stay with the Utility Company crew on site and report back completion or status of Make-Safe work to the town EOC.

Responsibilities

Municipality (possibly-Public Works)—[Responsibilities may vary depending on the municipality.]

- a. Identify all major utilities that operate in the municipality, or that may affect the continuity of operations for public businesses and private residents in the municipality.
- b. Prepare Blocked Roads form as needed.
- c. Identify the local primary point of contact person to all Utility Companies affecting the municipality; this is the- **On-site Town Representative**
- d. Maintain an updated list of emergency contacts for all Utility Operators.
- e. Identify a liaison from each Utility Operator that will be available to report to the local EOC, as needed.
- f. Work with local EMD to coordinate recovery plans and actions with all Utility Providers.
- g. Review plans and procedures. Work closely with the local EMD to create Incident Action Plans and After Action Reports.

¹ **MAKE-SAFE Blocked Road**—is a road that is impassible to emergency vehicles. This could be caused by trees, damaged utility equipment, Snow, other third party attachment equipment, a dead ended street or any combination of previous items preventing access and involves utility equipment. A road is only considered blocked if there is no other reasonable means of access to an area.

Responsibilities

Utility Companies

- a. RECEIVE Make-Safe blocked road locations and priorities needing utility company support from the Town EOC as recorded on the Blocked Roads form (**The information on this form may be given to the Electric Utility Company Town Liaison who notifies the Utility EOC**)
- b. MOBILIZE necessary resources in appropriate manner (i.e. Taskforce, Strike team).
- c. ASSIGN resources to the Make-Safe scenario location working from the highest priority to the lowest priority until scenario issues are addressed.

Operational Priorities

Incident Priorities

The incident priorities will be safely achieved in the following order:

Life Safety

Incident Stabilization

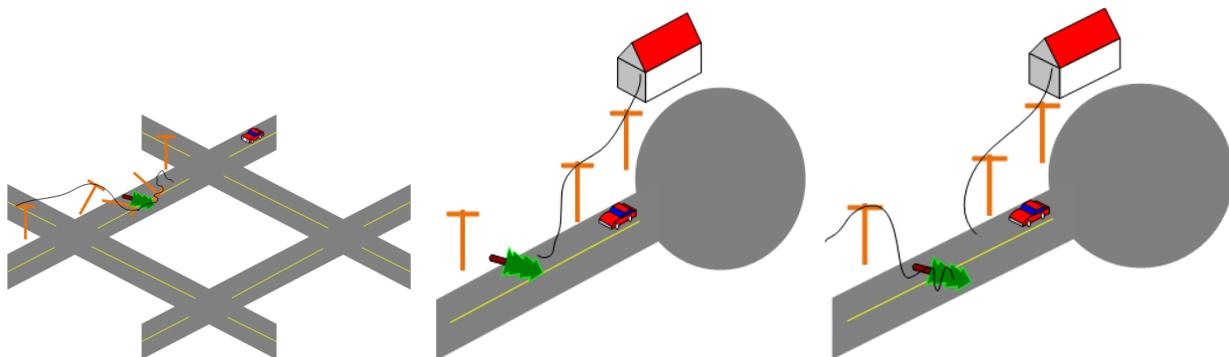
Property Conservation

Remember coordination for MAKE-SAFE will be in concert with the Incident Commander, who will recognize the technical expertise of the Utility service company. Energy and Non-Energy Companies that provide public services acknowledge and shall work towards accomplishing this First Priority:

First Priority: Immediate Life Threatening Situations, Public Health and Safety

- Public Safety requires the de-energizing or cutting down of downed primary voltage distribution lines.
- Restoration of service to previously designated public emergency service institutions such as major hospitals, evacuation centers, as prioritized by municipal officials.
- After the storm has passed to allow for safe operation of aerial devices (winds of less than or equal to 30 mph), establish city/town cut down crews (line and tree crews paired up) and have them muster with the municipal public works department or police/fire department representatives to cut and clear all trees in order to open roadways.

NOTE: A utility may repair or restore a "lesser" priority facility before a higher priority facility in order to meet higher priority needs. In addition, evaluation of priorities must be flexible as circumstances change, which may require time specific resource allocation.



NOT BLOCKED – alternate access route | **NOT BLOCKED** – one lane passable | **BLOCKED** – not accessible

Comments or recommendations regarding this document should be sent to Bill Higgins at William.Higgins@ct.gov