

## CRU Duty Officer

The ultimate success of any ACS/CRU operation relies on the assignment of trained Communication Reserve Unit staff as soon as possible to mitigate any possible hazard within the State of California. To provide a 24/7 point of contact for each of the three OES Administrative Regions, CRU Duty Officers have been appointed to be a point of presence for CRU Leadership.

The CRU Duty Officer serves as a point of contact within their respective Regions, to provide CRU support for assigned missions, planned events and disaster operations. The CRU Duty Officer typically takes a seven-day assignment, and is responsible for being available (on-call) on a 24-hour basis during that seven-day period. CRU Duty Officers are responsible for notifying the State Communications Duty Officer, Regional Communications Coordinator and Region CRU/MAR Officer of their Duty status.

When notified by the OES State Warning Center, Tactical Communications Duty Officer, Region Administrator, Emergency Services Coordinator, Regional Communications Coordinator or other designated OES official, the CRU Duty Officer will compile an informational sheet containing elements that the Regional Communications Coordinator / Region CRU/MAR Officer will require to coordinate an CRU response from that Region.

The CRU Duty Officer should have available during his on-call status the telephone numbers for the State Warning Center, the Tactical Communications Duty Officer, the Regional Communications Coordinator, the Region CRU/MAR Officer, and a directory of all CRU members within that Region. It also would be helpful to have access to the Internet, and to the ACSCalifornia internal email system.

CRU Duty Officers will fill out the attached Response Checklist when they receive notification of a possible assignment. They should attempt to fill out as much of the Checklist as possible, and obtain a call-back number of the person originating the contact. To assist the CRU Duty Officer, a list of questions has been prepared, intended to guide the informational process.

CRU authorized assignments require a Mission Number, issued by the State Warning Center. This Mission Number provides a common point of reference for a mission assignment and establishes that an assignment has been authorized by OES.

***CRU personnel may not respond to an assignment without receiving an assigned Mission Number.***

Upon receiving notification of a possible assignment, the CRU Duty Officer will contact their Regional Communications Coordinator and Region CRU/MAR Officer. (while it is possible that these individuals may already be aware of the assignment request, the CRU Duty can make certain that everyone has been made aware of the request.)

The Regional Communications Coordinator may direct the CRU Duty Officer to begin the notification of CRU personnel that a possible assignment exists, either by the use of the Region CRU Telephone Tree, by the issuance of a pager/text message CRU Alert, or the use of the ACSCalifornia email system.

If the Regional Communications Coordinator is not available, the Region CRU resources may be activated by the Tactical Communications Duty Officer.

Occasionally, the CRU Duty Officer may be advised of a situation that may require the response of CRU resources, but the situation may still be in its earliest stages and a Mission Number has not yet been issued. The CRU Duty Officer will notify the Regional Communications Coordinator and Region CRU/MAR Officer that an advisory situation exists, but that an actual authorized assignment has not been made.

CRU Duty Officers are discouraged from officially notifying Region CRU members until an authorized Cal OS Mission has been requested.

If a CRU assignment has been authorized for deployment, the CRU Duty Officer will assemble a list of CRU members who can immediately respond, who can respond for the next Operational Period, or who cannot respond. This list will be made on an ICS Unit Log (ICS 214).

As much information as possible will be given to each responding CRU member from the CRU Response Checklist, especially any safety/hazard information. This complied information will be shared with the Regional Communications Coordinator and the Region CRU/MAR Officer on a regular basis.

The CRU Duty Officer will keep track of the numbers of CRU members who have been notified, who have responded to the assignment, and when they have returned from that assignment. The CRU Duty Officer will remind CRU members to contact them to close out their mission response when they have returned home from an assignment.

All paperwork from a Mission Assignment will be forwarded by the CRU Duty Officer to the CRU Administrator (or his designate) after completion of the Mission.