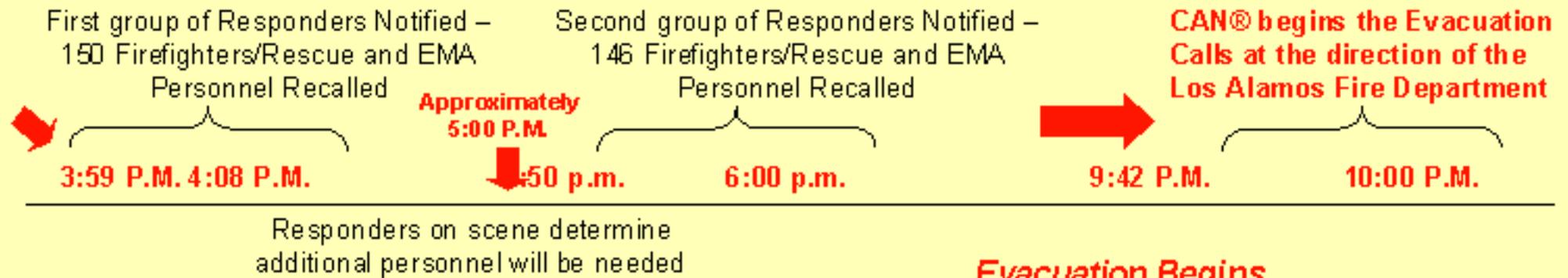


# The Los Alamos Fire – Timeline of Events



## Recall of Emergency Responders Begins

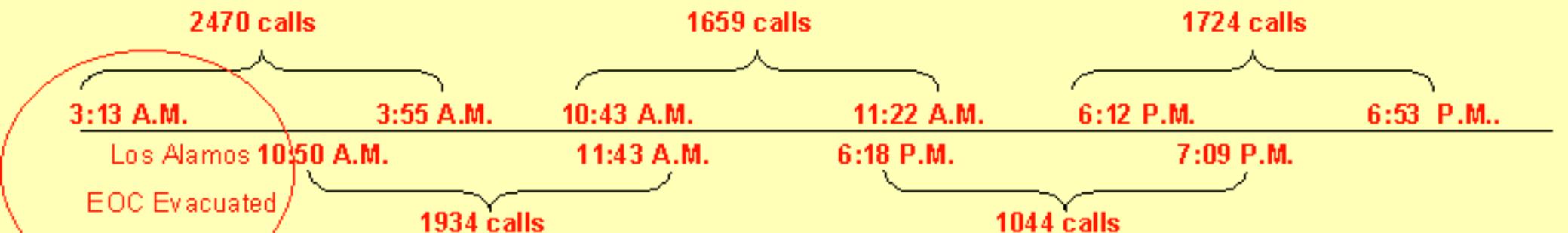


## Evacuation Begins

### May 10 – Evacuation Resumes – 3:46 P.M. – ends by 9:15 P.M. 18,913 calls



### May 11 – Evacuation Resumes – 3:13 A.M. – last call 7:09 P.M. 8,831 calls



# Summary

**Sunday – May 7, 2000 – 3:59 P.M.** EST - Los Alamos Fire Department recalls all personnel to report for duty – Wildfires are approaching the Los Alamos National Laboratory

**5:50 P.M.** – On scene responders determine that additional personnel will be required – a second call to firefighters and response personnel initiated

**9:40 P.M.** – Emergency Management Professionals contact CAN to begin the evacuation of residents and businesses in the Western Zone of Los Alamos – Messages include specific directions for the evacuation and establishment of a Red Cross emergency center in White Rock

**Wednesday – May 10, 2000 – 3:46 P.M.** – Evacuation of the remaining Los Alamos residents are instructed to evacuate to the shelters in White Rock

**Thursday – May 11, 2000 – 3:13 A.M.** – **Los Alamos Emergency Operations Center is evacuated** - Evacuees and residents of White Rock were ordered to evacuate immediately due to the rapid spread of fire into the evacuated zone – again residents given detailed instructions of new locations and directions on the evacuation

***27,744 total calls to residents,  
businesses and special facilities!!!***

***NO Lives Lost!!!***

**CAN® is saddened by the loss of property and impact of that on the lives of the residents in Los Alamos – Our hats off to the Fire Fighters, Emergency Management Personnel and CAN® Incident Controllers for a “Job Well Done”!!**



Community Alert Network, Inc.  
255 Washington Ave. Ext. Ste. 105  
Albany, New York 12205  
1-800-992-2331  
FAX: 518-862-0312  
[www.can-intl.com](http://www.can-intl.com)

**Helping Save Lives  
Since 1984**



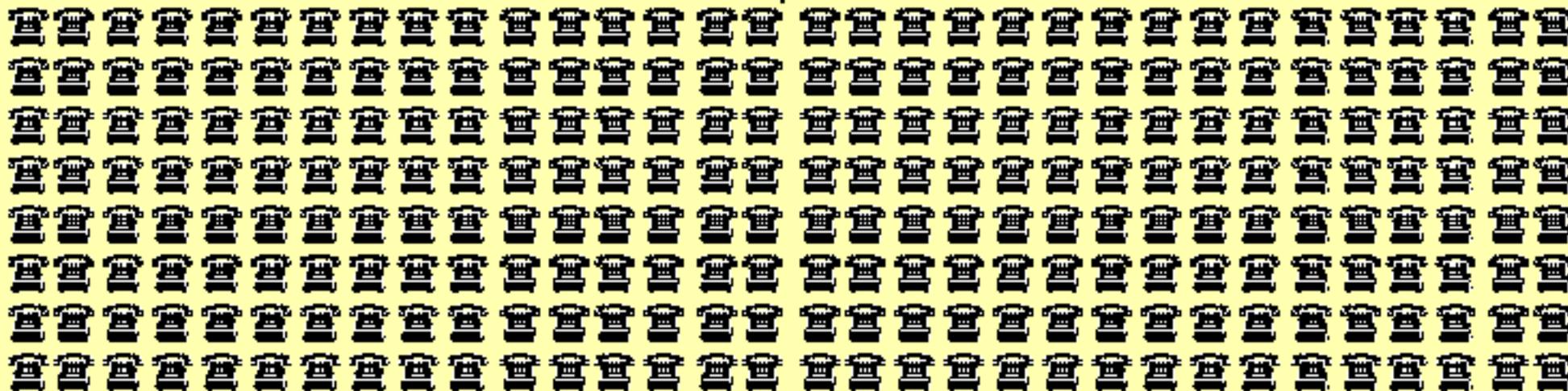
IDENTIFY NEED



MAKE ONE CALL TO CAN



PROVIDE:  
SECURITY INFORMATION  
CALL LIST  
MESSAGE



CAN MAKES UP TO 256 CALLS SIMULTANEOUSLY  
15,000 CALLS PER HOUR =  
45,000 PEOPLE CONTACTED

# Community Alert Network

Report Form

Incident Report 1/1/99

Name or Location	Telephone Number	Attempts			Final Code	Date
		1	2	3		
12 First St	123-3219068	10			10	
13 First St	123-3219066	14			14	
14 First St	123-3219045	7	10		10	
<b>15 First St</b>	<b>123-3219123</b>	<b>11</b>	<b>10</b>		<b>10</b>	<b>09:26</b>
<b>17 First St</b>	<b>123-3219456</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>09:26</b>
<b>1235 Oak Ave</b>	<b>123-3219789</b>	<b>11</b>	<b>10</b>		<b>10</b>	<b>09:26</b>
<b>1236 Oak Ave</b>	<b>123-3211234</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>09:27</b>
1237 Oak Ave	123-3211235	8	8	8	8	09:28
1238 Oak Ave	123-3215678	7	7	7	7	09:28

Use this first section to identify: Who was called- Did they answer? Did they get the message? How many attempts will be made? What is the status of each call?

**Example:** On the first two attempts to reach this number the line was busy, on the third attempt the message was delivered.

\*Determine the number of calls attempted, the results of each attempt, and the total number of calls made. In this example 636 calls were made in 6 minutes.

### Session Results

Phone Numbers Requested	400	1st Pass	400
Phone Numbers Attempted	400	2nd Pass	204
		3rd Pass	32
		<b>Total Calls Made</b>	<b>636</b>

### Final Status of Calls

Message Delivered	280
Delivered & Repeated	70
Busy Signal	38
No Answers	12
No Ring Signals	0
Intercepts	0
Invalid Codes	0
Valid Code	0

### Status Code/Code Definition

"10"	Message Delivered
"14"	Delivered & Repeated
"7"	Busy Signal
"8"	No Answers
"5"	No Ring Signals
"11"	Intercept tones
"12"	Invalid Code
"13"	Valid Code

This section should be reviewed upon receipt to determine if you want CAN to make more calls - recall busy signals - recall with all clear message.

### Extended Status Code

"9"	Can respond (Yes)
"6"	Cannot respond (No)
"8"	Understand message
"4"	Do not understand
"0"	Timeout

From this section you can determine who can respond and what time (used with personnel recall lists).

Can respond	0
Cannot respond	0
Understand Message	0
Do not understand	0
No response entered	0

Lines used	First Pass	Second Pass	Third Pass
Start time of Call Pass:	144	144	32
End time of Call Pass:	09:19	09:23	09:26
Minutes per Call Pass:	09:22	09:25	09:27
	3	2	1

### \*Elapsed time of Call Sessions:

Telephone Line Calling Time Used 12.02 hours 6 mins

Calling Date:	1/1/99
<b>CAN Data File name:</b>	<b>08031F2A.ILL</b>
Client:	Your Name
Activator:	Authorized Activator
Message File name:	Area Evacuation - Chemical Spill
Client FAX No.:	FAX Number: Where Report will

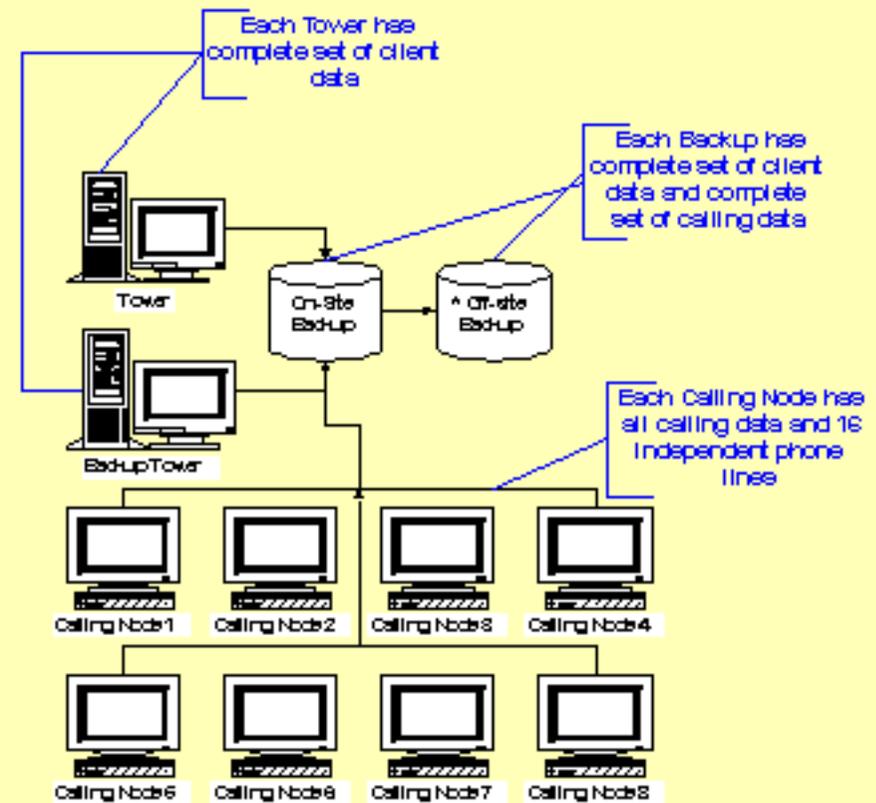
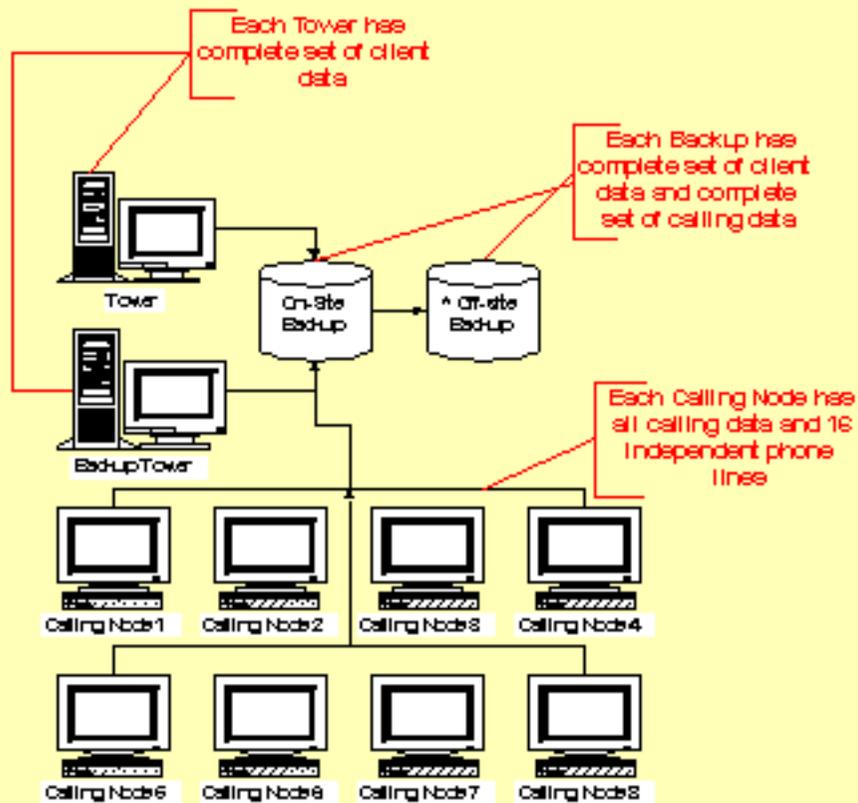
This final section is used for identification. You will be able to determine who initiated the call, what message was delivered, and the number where the fax report was sent and the CAN Archive location.

(unless otherwise specified.)

# Redundant Centers

## New York Center-128 Lines

## Nevada Center-128 Lines



\* Offsite backup is considered to be the alternate-site data



## **SECURE FTP SERVER**

- **LOCATED IN SECURE CAN® OPERATIONS CENTER**
- **PROVIDES SECURE UPLOADS AND DOWNLOADS OF DATA**

# FLEXIBLE PROGRAMS TO MEET YOUR NEEDS

- ACTIVATION SCENARIOS
- PERSONNEL/SYSTEM INTERACTIONS
- REPORTS