



THE FLORIDA STATE WATCH OFFICE

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STATE WATCH OFFICE OVERVIEW

The State Watch Office (SWO) is a situational awareness hub that monitors, collects, analyzes, and shares information about hazards that impact, or have the potential to impact, residents and visitors of Florida.

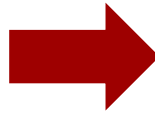
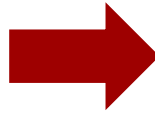
The SWO provides the State Emergency Response Team (SERT) with timely information for incidents and hazards across Florida during blue- and gray-sky operations.



RECEIVING INFORMATION

The SWO monitors news and social media outlets and receives notification from county warning points about escalating incidents that may require a State response.

Information is collected, verified, and synthesized into a report. Ongoing incidents are monitored by the operations officers within the SWO.



DISTRIBUTING INFORMATION

Initial reports are sent out via Incident Tracker to necessary agencies based on incident type.

For emergency events, the SWO uses redundant communications equipment to ensure verbal or electronic notification to necessary individuals/agencies.

~20,000

Phone Calls Each Year

~7,000

Incidents Each Year

INCIDENT TYPES

The SWO acts as a reporting line for the Florida Department of Environmental Protection and logs HazMat, wastewater, and petroleum spills across the state in addition to weather, transportation, and law enforcement events that may impact state response capabilities.



PERSONNEL

3 Watch Officers

2 Duty Officers

9 Operations Officers

1 Operations Planner

3 Meteorologists

Personnel rotate between three 10-hour shifts and weekly on-call duties.



PARTNERSHIPS

The SWO maintains working relationships with a variety of state and federal partners, county emergency management agencies, and local public safety agencies across the state. These partners share information and assist with releases and emergency events.





HOW TO MAKE A REPORT

STATE WATCH OFFICE

The SWO receives reports from residents, companies, state and federal partners, and counties/municipalities. Guidelines for reportable incidents can be found on the division website at FloridaDisaster.org and are provided to counties and SERT partners. This guide provides information on how to make a report.

MANDATORY REPORTING

As of July 1, 2020, [Florida Statutes Section 252.351](#) requires counties and municipalities notify the State Watch Office of Reportable Incidents (see RI List) as soon as practicable following initial response. This includes all events that occur within the geographic boundaries of the county or municipality.

PUBLIC NOTICE OF POLLUTION

[Florida Statutes Section 403.077](#) requires companies and organizations to complete a public notification of pollution for any "reportable pollution release" that impacts air, land, or waters of the state. DEP requires a SWO incident number to complete a "Public Notice of Pollution" form pursuant to statute.



INFORMATION TO KNOW BEFORE REPORTING

- General scope of incident (address, time, injuries, materials involved, current response activities, etc.)
- On-scene contact information (if a callback is needed)
- Whether a state response is requested/required



INITIAL NOTIFICATION

- Operators will open an Incident Tracker report to gather initial information on the incident. Be prepared to provide incident information and contact numbers
- Reports can be created with preliminary information and updates can reflect any changes that may occur



UPDATES

- Reporting Parties and On-Scene Contacts can provide updates to the SWO at any time
- Relevant partners will receive an "Update" notification



RESPONSE

- The Florida Department of Environmental Protection, Florida Fish and Wildlife Conservation Commission, Florida Department of Law Enforcement, or other state partners may respond to the incident to verify or assist
- Partners alert the Reporting Party prior to deployment

METHODS OF REPORTING



PHONE



EMAIL



HOT RING DOWN



SLERS



FEDERAL NAWAS
/ FNARS



EVERBRIDGE /
CAD SYSTEMS



FIN



MSAT



CONTACT INFORMATION

Phone 850-815-4001	Email swp@em.myflorida.com	MSAT 888-890-5178
800-320-0519	Fax 850-815-4979	480-263-8838
850-591-0071*	FNARS 95950	FIN SOFOEC





REPORTABLE INCIDENTS

STATE WATCH OFFICE

The SWO receives reports from residents, companies, state and federal partners, and counties/municipalities. Additional guidelines for reportable incidents can be found on the division website at FloridaDisaster.org and are provided to counties and SERT partners by the SWO. Common incident types are described below.

DOES THIS IMPACT:



THE ENVIRONMENT

- Soil, waterways, storm drains, air
- Impacts to wildlife / agriculture
- Protected areas (i.e. wetlands)



PEOPLE

- Life Safety Operations in public space
- Significant Evacuations
- Mass Casualty Incident



INFRASTRUCTURE

- Damage to public roads/bridges
- Significant damage to utilities (power, water, gas lines, etc.)

IF YES: REPORT



PETROLEUM / HAZMAT RELEASE

Includes: Diesel/gasoline, sheens, hydraulic oil, chemicals, environmental crimes, natural gas



WASTEWATER

Includes: Raw sewage, septic tanks, treated effluent, reclaimed water, industrial wastewater, turbid water



LAW ENFORCEMENT

Includes: Bomb threats, white powder incidents, school lockdowns, active shooter events, large-scale search and rescue



WEATHER / FIRE / GEOLOGICAL EVENTS

Includes: Storm damage reports, threatened infrastructure, sinkholes, wildfires, commercial structure fires, evacuations



TRANSPORTATION

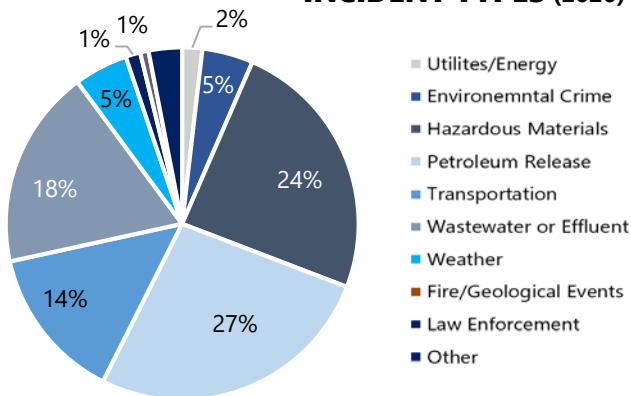
Includes: Road closures (highways, state roads), railway incidents, aircraft crashes, airport alerts, marine incidents



UTILITIES / ENERGY

Includes: Widespread power outages, Nuclear Power Plants, natural gas releases, drinking water impacts, telecom issues

INCIDENT TYPES (2020)



MANDATORY REPORTING

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LIFE CYCLE OF A REPORT

STATE WATCH OFFICE

The SWO provides the SERT with timely information for incidents and hazards across Florida during blue- and gray-sky operations. This guide demonstrates how incidents are received, reported, and shared.

1 INITIAL NOTIFICATION

The SWO receives calls from residents with concerns, local public safety organizations, and county EM offices. Counties can also make automated email reports to the SWO by leveraging their existing infrastructure, such as Everbridge and CAD systems.

~20,000

Phone Calls received each year

~7,000

Incidents logged each year

2 OPERATOR ASSESSMENT

The operator then determines if the notification meets reporting criteria. See some of the questions they consider:

- What type of incident is this?
- Is this an active or past report?
- Does this impact major infrastructure?
- Are there ANY releases?
- Does this impact a large area/facility?
- Is this something state partners need to know?
- How will this information be sent out?

3 TRACKER REPORT CREATED

A report with a unique incident number is generated in the Incident Tracker system. Operators will then ask about and log incident-specific information to give partners a snapshot of the incident.

Incident #: N/A	Created By: N/A	Last Updated By: N/A		
Incident Status: <input type="text"/>	Incident Name: <input type="text"/>	Event: <input type="text"/>		
Is this an exercise?: <input type="text"/>	Assistance Requested?: <input type="text"/>	Severity: <input type="text"/>		
Assign Incident to: <input type="text"/>	Agency POC: <input type="text"/>	Agency POC: <input type="text"/>		
Case Number: <input type="text"/>	Operator Number: <input type="text"/>	<input type="button" value="Add Agency"/>		
Agency Name	Agency POC	Case Number	Operator Number	Assigned By
Reporting Party Selected Reporting Party	On-Scene Contact Unknown	Suspected Responsible Party Unknown		
First Name	First Name	First Name	First Name	First Name
Last Name	Last Name	Last Name	Last Name	Last Name
Represents	Represents	Represents	Represents	Represents
Phone 1	Phone 1	Phone 1	Phone 1	Phone 1
Phone 2	Phone 2	Phone 2	Phone 2	Phone 2
Email	Email	Email	Email	Email
Address	Address	Address	Address	Address
City	City	City	City	City
State	State	State	State	State
Zipcode	Zipcode	Zipcode	Zipcode	Zipcode
Initial Report		View Changes		
Incident Details				
Date/Time Incident Occurred: 1/22/2018 11:04 AM CT	Date/Time Reported to SWO: 1/22/2018 11:04 AM CT			
Choose from the Radio Buttons Below to Obtain Coordinates				
<input type="checkbox"/> Facility Search	Facility Name / Scene Description: <input type="text"/>			
<input type="checkbox"/> Address City	Address	City		
<input type="checkbox"/> Address Zip	Address	Zip		
<input type="checkbox"/> Intersection City	Street 1	Street 2	City	
<input type="checkbox"/> Allocated Coordinates	Click Here for Counties			
<input type="checkbox"/> Coordinate Entry				
Are there injuries?: <input type="text"/>	Are there fatalities?: <input type="text"/>	Is there environmental impact?: <input type="text"/>		
Incident Worksheets: <input type="text"/>	Select An Incident Type: <input type="text"/>	Add Worksheet Type: <input type="text"/>		
Sectors: <input type="text"/>	Click Here for Sectors			
Attachments: <input type="text"/>	Choose File: <input type="text"/>	Name: <input type="text"/>	Add Attachment: <input type="text"/>	
Links: <input type="text"/>	Add Link: <input type="text"/>			

4 DISTRIBUTION OF REPORT

Partner agencies have pre-identified POCs based on incident type/severity. Reports are distributed via email.

For emergency events, the SWO uses redundant communications equipment to ensure verbal or electronic notification to necessary individuals.

5 MONITOR

The SWO will continue to monitor open incidents until the incident/event scene has been cleared and requires no further state assistance.

ARCHIVES

Pursuant to the FL General Records Schedules, SWO reports are stored within the Tracker System. Public Records are requested through the FDEM legal department





BENEFITS OF REPORTING

STATE WATCH OFFICE

The relationships built between counties/municipalities and the State Watch Office are mutually beneficial and assist in better serving the residents of Florida. Emergency Management and response capabilities are strengthened by frequent and formalized communication channels to alert necessary personnel and coordinate response efforts.

STATE RESOURCES

- The SWO will alert the appropriate state partners, and relieve the additional reporting burden on counties and municipalities during time-sensitive escalating situations
- The State can assist in filling resource gaps and can begin staging resources as soon as initial notification is made
 - Materials: equipment, generators, PPE
 - Personnel: police, fire, utilities, admin support, etc.



STATE RESPONSE

- State partners can deploy regional personnel to the incident to provide clean-up guidance or additional coordination and support
 - FL Div. of Emergency Management
 - FL Dept. of Environmental Protection
 - FL Fish and Wildlife Conservation Commission
 - FL Dept. of Law Enforcement
 - FL Dept. of Transportation
- All-Hazards Incident Management Teams can be deployed to counties to assist with operational coordination and response activities



ESTABLISH RELATIONSHIPS

- Drill for real-world events and exercise systems
- Familiarity with SWO reporting procedures and methods is valuable in building muscle memory to respond during large-scale events
- Ensure redundancy communications are intact
- Understand what state agencies are available to assist

COMPLIANCE

[Florida Statutes § 252.351](#)

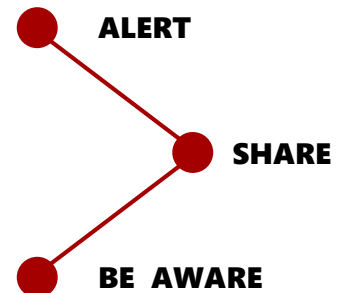
[Florida Statutes § 403.077](#)

Following state reporting guidelines ensures compliance with state and federal statutes.



PLANNING & SITUATIONAL AWARENESS

- Information provided can aid in planning and assessments to improve alert and warning for counties
 - NWS uses damage reports to verify and calibrate alert and warning signature and criteria
 - Event reporting and tracking can help improve state/local evacuation and planning assumptions
- Counties can coordinate response and resources within the regions
- A larger number of agencies and officials within counties and municipalities are alerted and aware of ongoing incidents within their jurisdiction



THANK YOU

Your continued engagement helps FDEM and the SERT support counties and municipalities across Florida and keep our residents prepared and safe!

