

ALACHUA COUNTY SHERIFF'S OFFICE
Technical Services Division/Combined Communications Center
3.2 - Evacuation Plan

PUB: 01/08/10
STATUS: Current

- I. **EFFECTIVE DATE:** January 22, 2010
RESCINDS: CCC SOP 3.2, 3.3
- II. **SCOPE AND PURPOSE** – This procedure is applicable to all Alachua County Sheriff's Office (ACSO) Combined Communication Center (CCC) personnel and establishes guidelines for an orderly and safe evacuation of the facility in the event of an emergency or any situation that makes the CCC unsafe for personnel to continue normal operations. This plan addresses preparedness, response, and recovery measures to ensure continuum delivery of emergency service to the community by relocating essential operations to a safe alternate location while protecting the health and safety of Center employees. [PSCAP 7.1.4.a]
- III. **DISCUSSION** – The evacuation procedures are designed to provide for the general welfare and safety of the CCC personnel while ensuring the least interruption of emergency service to the citizens and agencies served. It is intended to require minimal time to find guidelines and procedures once the users are familiar with the document. Because the succession of events in an evacuation are not predictable; these procedures should only serve as a guide and may require modification in order to meet the requirements of the emergency. All guidelines will be followed as soon as reasonably possible, taking into account they may have to be performed from an alternate location. Personnel designated to carry out specific responsibilities are expected to thoroughly understand the procedures for which they are responsible. Office staff and other non-emergency personnel will follow general agency building evacuation procedures where applicable.
- IV. **FORMS**
[Equipment Failure Report Form](#), Form #TS-03-04
[CCC Communications Commander Evacuation Checklist](#), Form #TS 09-07
[CCC Supervisor Evacuation Checklist](#), Form #TS 09-08
- V. **AUTHORITY TO ORDER EVACUATION** - The Shift Supervisor or a higher ranking official has the authority to order an evacuation of the CCC.
- VI. **EVACUATION LEVELS**
 - A. **Level 1 – Planned Evacuation** – An anticipated event in which CCC personnel are in substantial control over the sequence and timing of the evacuation.

- B. **Level 2 – Imminent Evacuation** – An urgent situation in which there is a small window of time to prepare and make notifications of the evacuation.
- C. **Level 3 – Immediate Evacuation** – A major event requiring immediate evacuation with no time to make notifications or preparations.
- D. **Level 4 – Incomplete Evacuation** – A catastrophic event where the CCC is damaged or destroyed and the on-duty personnel are not able to relocate to another site to continue operations.
- E. **Level 5 - Partial Evacuation** – Partial evacuation can occur when loss of service to either the telephone or radio system occurs, but not both.

VII. **ASSEMBLY AREAS** – In the event of immediate or incomplete evacuation the CCC Supervisor will organize assembly and accountability of employees at the designated assembly areas. Employees will quickly gather and await instruction for assignment for continued staffing at alternate or back-up facility.

- A. Assembly areas:
 1. Primary assembly area: Flag pole in front of the ACSO Administration Building.
 2. Secondary assembly area: Former Cox Cable building across from CCC.
- B. Ensure all employees are accounted for.
- C. Report any missing employees to the Incident Commander. [PSCAP 2.1.2.b]

VIII. **EMPLOYEE RESPONSIBILITIES**

- A. Employees have a responsibility to clearly follow the directions of the Law Enforcement or Fire Incident Commander in charge during an emergency or disaster, including the procedures for the orderly evacuation of CCC and assembly at the emergency assembly areas.
- B. No employee will leave the assembly area without permission from a supervisor or other person in charge.
- C. CCC should not be re-entered until official notification has been provided by the Incident Commander that it is safe to do so.
- D. Employees should render assistance to disabled employees during building evacuations.
- E. Retile Trittech prior to shutting down computers.

IX. **PREPAREDNESS** - Preparedness encompasses actions taken regularly throughout the year to prepare for the effects of an evacuation. Preparedness measures at CCC include the following:

- A. Educate CCC personnel on evacuation procedures and provide written plans and checklists for reference.

- B. Ensure the back-up center is equipped with necessary communications equipment required for effective operations.
 - 1. Conduct monthly maintenance and testing of the back-up communications equipment to ensure effective operation.
 - 2. Monthly operational readiness inspections of the back up center are the responsibility of the Communications Operations Bureau operational readiness Commander.
- C. Conduct annual drills on evacuation procedures with CCC personnel.
 - 1. Annual drills are the responsibility of the Communications Operations Bureau operational readiness Commander.
 - 2. Maintain binder of essential evacuation information at the Communications Supervisors console.
- D. Ensure monthly maintenance of the PSAP Evacuation Kit.
 - 1. Monthly operational readiness inspections of the PSAP Evacuation kit are the responsibility of the Communications Operations Bureau operational readiness Commander.
- X. **RESPONSE** – Response action encompasses activities that address the short or long term effects of an incident. These activities include the immediate actions in directing communication resources and response activities to protect life and property. [PSCAP 6.4.1.e.]
 - A. **Task Assignments during Evacuation** – The following is a list of tasks in the event of full evacuation. The on-duty leadership is responsible for determining which measures are necessary in the event of partial evacuation. [PSCAP 2.1.2.b]
 - 1. Communications Commander:
 - a. Activate contingency routing of all telephone calls by contacting CenturyLink (800) XXX-XXXX. Routing should include all 911 trunks and all emergency lines.
 - i. Request to speak to a Supervisor and report the following message: “This is (your name) of the ACSO. We are evacuating our facility and are relocating to our back-up site at 21 SE 1st ST. Please forward all calls to PSAP ID XXXXXX.”
 - ii. Ensure routing of **all** of the following trunks:
 - A. San Marcos wireless routing: (XXX)391-XXXX
 - B. San Marcos landline routing: (XXX)XXX-XXXX
 - C. Gainesville wireless routing: (XXX)XXX-XXXX
 - D. Gainesville landline routing: (XXX)XXX-XXXX

- iii. You will be provided a ticket number. Record the ticket number on the Equipment Failure Report Form. It will be used in subsequent contacts with CenturyLink.
 - b. Contact the EOC to determine if their help is needed and keep EOC abreast of the incident
 - c. Notify the State Watch Office using ESAT phone or (XXX) XXX-XXXX.
 - d. Utilize the FIN to contact Marion County Sheriff's Office to report the situation and notify them they will receive all ACSO 9-1-1 calls until the transfer of the phone is completed and arrival of personnel at the back-up center.
 - e. Notify ITU
 - f. Ensure notification is made to appropriate vendor(s) responsible for returning service to the Center.
 - g. Upon confirmation that the phones are transferred, retrieve the portable radios from your office and evacuate to the back-up site.
- 2. Shift Supervisors:
 - a. The Shift Supervisor will complete the tasks of the Communications Commander if there is not one on duty at the time of the evacuation incident.
 - b. Coordinate and facilitate the task assignments for law enforcement and the fire dispatchers. Tasks may be completed by one Supervisor while the second Supervisor responds to the back-up center.
 - c. Retrieve copies of the duty schedules for the day.
 - d. Retrieve spare portable radios from the Supervisors Office.
 - e. Instruct employees to check all rooms if possible and retrieve the PSAP Evacuation Kit.
 - f. Complete a CCC and Administration building intercom announcement the evacuation of the CCC:
 - i. CCC Building
 - A. Dial extension XXXX from any county phone (not the 955 numbers) and wait for the tone.
 - B. Press X and announce, "The CCC will evacuate due to a (specified reason)" and repeat the announcement. Hang up when finished.

- ii. Administration Building:
 - A. Dial extension XXXX, wait for the tone and announce, "The CCC will evacuate due to a (specified reason)" and repeat the announcement. Hang up when finished.
- g. Complete an alpha page to the radio failure administration group
- h. Ensure that the law enforcement and the fire rescue dispatchers complete the following:
 - i. Multi-select all channels
 - ii. Press alert tone 1 for approximately 3 seconds
 - iii. Broadcast and transmit a mobile digital terminal message to all units, "THE CCC IS EVACUATING DUE TO A (SPECIFIED REASON). DO NOT ATTEMPT TO CALL THE CENTER. HOLD ALL NON ESSENTIAL RADIO TRAFFIC."
- i. Simultaneously the secondary law enforcement dispatchers will:
 - i. Ensure acknowledgement by the Watch Commanders.
 - ii. Print the status of all active and pending calls for service as well as the status of all units.
 - iii. Retrieve all on duty rosters and personal items.
 - iv. Report to the primary assembly area for roll call and transport to the Back-up Center.
- j. Tactical Fire Rescue dispatchers:
 - i. Complete notifications to the hospitals, airport and GRU via existing radio channels or in the event of radio failure by calling:
 - A. Shands @UF (XXX)XXX-XXXX
 - B. North FL Regional (XXX)XXX-XXXX
 - C. VA (XXX)XXX-XXXX
 - D. Airport Tower (XXX)XXX-XXXX
 - E. GRU (XXX)334-XXXX
 - ii. Print the status of all active and pending calls for service as well as the status of all units.
 - iii. Retrieve all on duty rosters and personal items.
 - iv. Report to the primary assembly area for roll call and transport to the Back-up Center.

- k. Teletype Operators will coordinate and contact the following internal and external partners. They will advise the Center is being evacuated and announce the reason for the evacuation:
 - i. FCIC Customer Support Center (XXX)XXX-XXXX
 - ii. Request routing of all terminal messages to ACSO and GPD Records.
 - A. ACSO Records terminal XXXXX
 - B. GPD Records terminal XXXXX
 - iii. ACSO Records XXX-XXXX
 - iv. GPD Records XXX-XXXX
 - v. Department of Jail (DOJ) Command Center XXX-XXXX
- I. Call Takers:
 - i. will contact:
 - A. Alachua Police Department (APD) (XXX)XXX-XXXX
 - B. High Springs Police Department (HSPD) (XXX)XXX-XXXX
 - C. Florida Highway Patrol (FHP) (XXX)XXX-XXXX
 - D. Waldo Police Department (WPD) (XXX)XXX-XXXX
 - E. University of Florida Police Department (XXX)XXX-XXXX
 - F. Santa Fe Police Department (XXX)XXX-XXXX
 - ii. Create informational CAD calls for Fire and Law Enforcement

XI. **BACK-UP CENTER** – Upon arrival at the Back-up Center: [PSCAP 6.4.1.e]

- A. Ensure all CCC personnel are accounted for.
- B. Make position assignments
- C. Ensure the transfer of all tandems and ESNs by performing 911 test calls for the following municipalities:
 - 1. Alachua
 - 2. High Springs
 - 3. Hawthorne
 - 4. University Police Department

5. City of Gainesville
 6. Waldo
 7. Unincorporated
- D. Test all equipment being used to ensure it is operating properly, including radio equipment and confirm 9-1-1 rerouting is operational.
 - E. Notify County Facilities that the Back-up Center has been activated.
 - F. Notify partner agencies when operations are fully functional at the alternate location.
 1. Conduct roll call for each agency served by the CCC once back up plan is in place.
 - G. Determine personnel strength and forecast shift relief.
 - H. Allow employees to contact family members and advise of the situation.
 - I. Address any special needs for employees who will experience schedule changes or extensions.
- XII. **Recovery:** When the emergency has passed, to resume normal operations as quickly as possible, the CCC will:
- A. Coordinate the disconnections and transfer of phones and other resources.
 - B. Assess equipment to ensure operational functionality.
 - C. Evaluate operations and collected information during response and recovery and make necessary revisions.
 - D. Restock, and prepare the back-up center
 - E. Coordinate the transport of personnel back to the primary facility.
 - F. Notify partner agencies of return to normal operations.
 - G. Debrief management and all partner agencies on cause and resolution of incident.
 - H. Close equipment service ticket.
 - I. Critique response within 7 days.
 - J. Prepare After Action Report.