



## INTERNAL MEMO

Date: October 29, 2008

SOP08-001

To: All Communications Personnel  
Regional Communications Operations

From: Major Kyle Berwick  
Manager, Kim Rubio  
Regional Communications Operations

Subj: Communications SOP Revision  
**SOP CHAPTER 9 – DISASTER CONTINGENCY PLAN (DCP)**

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- 9.0** **DISASTER CONTINGENCY PLAN:** The Disaster Contingency Plan (DCP) for the Regional Communications Centers provides specific procedures to ensure the Communications Centers and its personnel are prepared for a disaster or “Declared State of Emergency.” The DCP further outlines procedures that will be initiated by BSO Regional Communications personnel to maintain communication pathways with Municipal and County public safety agencies during an emergency or disaster. The plan also heavily describes emergencies stemming from hurricanes, the most common and likely disaster to affect the Broward County area.

**9.1 Roles and Responsibilities:** The proper execution of any plan requires continuous review and updating to ensure that its content is consistent with the needs and practices of the agency. The Communications Division will review the DCP starting in April and complete any updates to the document by June 1. The Communications Division will perform a table-top exercise with supervisors and managers who have key roles within the plan so that roles of responsibility, during an alert and/or evacuation, become routine operations and not a compounded situation of disorganized, panicked responses.

The Communications Division employees are considered essential personnel with the exception of the employees with the following titles: Administrative Specialist, Administrative Support Specialist, and Audio Tape Evidence Supervisor. All employees, inclusive of the Communications Training Academy Trainees, must be cognizant of his/her specific function, assignment, or responsibility during an emergency. It is imperative that each employee fulfill their assignment, as required, to avoid duplication of efforts, tasks being incomplete, or resulting in the over/understaffing of personnel. Below are the responsibilities of supervisors and managers who have key roles in the Communications Division prior to, during, and after an emergency or disaster. See Section 9.4 for the active roles of each role during an emergency or disaster.

**9.1.1 Personnel Assignments (Planning Phase):**

A. *Regional Communications Major and Manager (Primary and Secondary Emergency Coordinators):*

1. Ensure reviews and updates to the Communications Disaster Contingency Plan are completed by the Division yearly and to ensure a table-top exercise was completed with supervisors and managers who have key roles.
2. Ensure each Regional Communications Center Backup Center is properly equipped to handle additional tasks or that the equipment needed has been requested in the Division's yearly budget request.
3. Coordinate any updates and revisions that directly affect the Fort Lauderdale Police Department Communications Center with the designee of the Fort Lauderdale Police Department by June 1<sup>st</sup> of each year.
4. Ensure that the responsibilities of each role described in the plan have been articulated.

5. Coordinate the generation/update of a list identifying the Direct Telephone “Hotlines” for all District/Station Emergency Communications Centers for all the Regional Dispatch Centers in case of system-wide failure of the Broward County Radio System. See Section 9.3.4. This list is archived on the “T” Drive within the “Disaster Contingency Plan” folder for easy reference.
6. Ensure review and updates to the Division’s Evacuation Plan are completed by the Division yearly. (See Section 9.5)
7. Ensure the Site Managers conduct routine table-top exercises with their Duty Officers to ensure they can reiterate the procedures of the Evacuation Plan.
8. Discuss plans with ETD for acquiring one cell phone from three different vendors and satellite phones, E-mail addresses, and a laptop with air card to ensure backup communication capability with District/Station Emergency Communications Centers if the radio or telephone system should fail.

B. Regional Communications Systems Manager:

1. Verify that each Dispatcher’s Back-up Radio Console has the following talk groups and systems programmed within the console and that their Back-up Radio Console is set on the talk group where they perform their main dispatch function.
  - a. NPSPAC Mutual Aid (MA Call, MA TAC 1-4. FLA\_MA).
  - b. Broward County Mutual Aid (Systems 12 and 14).
  - c. Fort Lauderdale/Pompano Beach Mutual Aid (System 13).
2. Update and maintain the Agency’s Region 7 trailer cache of radio subscriber units and battery chargers for availability and functionality to ensure operational readiness for deployment.
3. Maintain the DLE suitcase repeaters to ensure operational readiness for deployment.
4. Arrange for the testing of the electronic protective shutters at the Public Safety Building’s Regional Dispatch Center prior to Hurricane Season.

5. Ensure that there are sufficient supplies, on hand, for each site to include:
  - a. MRE's and their expiration date.
  - b. Enough bottled water for 5 days.
  - c. Visqueen and duct tape to cover equipment.
  
6. Coordinate with the Communications Training Division, user training for communications personnel to include:
  - a. Overview of the County Radio System to include:
    - (1). Talk groups.
    - (2). Zones.
    - (3). Patching talk groups.
    - (4). Multi-Selecting talk groups.
  
  - b. Overview of the Mutual Aid Channels to include:
    - (1). NPSPAC Channels
      - i. Responsibilities as a Local Control Point.
      - ii. Uses and coverage areas of "Calling" and MA TAC-1.
      - iii. Uses and coverage areas of MA – TAC 2-4 and FLA-MA.
      - iv. Repeaters (Turning on and off).
  
    - (2). City of Fort Lauderdale and Broward County Talk groups.
      - i. Responsibilities as a Local Control Point.
      - ii. Broward County Radio System, Zone 12 and 14.
      - iii. Fort Lauderdale/Pompano Beach Radio system Zone 13.

- iv. Use.
      - v. Differences.
  - c. Overview of radio system failures to include:
    - (1). How they affect the field user and dispatcher.
    - (2). How to overcome failures.
  - d. Overview of radio consoles and consolettes to include:
    - (1). How to patch talk groups within and external to the Radio System.
    - (2). Completing Multi-Select Messages.
    - (3). Using the Florida Interoperability Network (FIN)
      - i. How it works.
      - ii. Coverage areas.
      - iii. How to complete a connection.
  - e. Overview use and limitations of Satellite telephones

C. Site Managers:

1. Ensure the verification of the emergency telephone contact numbers of the following personnel or agencies by December 1 and June 1 of each year.
  - a. Communications personnel assigned to their respective site.
  - b. Agency administrative staff.
  - c. Federal, State, County, and Local Public Safety agencies that operate in or border Broward County (Dade, Palm Beach, and Collier).
  - d. Non-published Federal, State, and Local Primary and Secondary PSAP's within Broward County.
  - e. Non-published Primary PSAP's in the bordering counties.

- f. Verify that the Equipment Repair Vendors Contact List (See Section 9.1.2) is inclusive of all information and account numbers.
2. Ensure the Duty Officers conduct roll-call training meetings with employees covering the topics as specified in section 9.1.1 (D2a-i) and 9.5 (A1-12).
3. Verify Duty Officers know “how” to use the FIN.
4. Verify Duty Officers know “how” to use the Center’s Satellite Telephone
5. Review the use of all ICS forms with the Duty Officers to include ICS 205, ICS 214a-OS Overtime Sheets, and ICS 214 Unit Log.
6. Assess the Broward EOC readiness to be operable as a Backup Communications Center, i.e., talk group availabilities on consolettes, conveyor belt, supplies, and report their findings in writing by June 1<sup>st</sup> to the Regional Communications Manager. A Duty Officer should also accompany the Site Manager to assess the EOC and provide additional input as necessary.
7. Ensure the County’s Emergency Shelter List has been received to include identification of the facilities for “Special Needs” and “Pet Friendly.”
8. Confirm proper stocking of emergency supplies for the Communications Center and Evacuation Kit. (See Section 9.1.3)
9. Conduct routine table-top exercises with Duty Officers to ensure they can reiterate the procedures of the Evacuation Plan. (see section 9.5.A).
10. Ensure that enough portable radios are present at their Dispatch Center so that each Dispatcher and Teletype Operator can maintain communications with field units assigned to their talk group during a Communication Dispatch Center evacuation.
11. Ensure that all employees of the Dispatch Center know the closest stairway for evacuation and Emergency Assembly Area (EAA) of their Dispatch Center.

12. Ensure that the Duty Officers are aware of the locations of the following materials and their use:
  - a. Visqueen
  - b. Duct tape
  - c. MRE's

D. Duty Officers:

1. Assist Site Manager(s) with verifications of emergency contact numbers.
2. Conduct roll call training with employees discussing the following elements of the plan:
  - a. Instructions on the use of the Communications Information Line.
  - b. Role responsibility of all employees during a "Stand-by," "Emergency," and "Evacuation" Alert.
  - c. Description of radio system failures and their effect on operations.
  - d. Protection of equipment by utilizing duct tape and visqueen plastic in case of water intrusion.
  - e. "Personal Emergency Supplies List".
  - f. "Personal/Family Disaster Plan".
  - g. General Evacuation Procedures for Communications Personnel. (See section 9.5 A1-12).
  - h. "Taking Cover" under desks and consoles if debris is falling as a result of an explosion.
3. Maintain the content of the Communications Center's Evacuation Kit on a monthly basis.

E. PSC Operators:

1. Know their role and responsibility during a “Stand-by,” “Emergency,” and “Evacuation” Alert.
2. Review the DCP for the Communications Division.
3. Review the contents of their Portable Emergency Supply Kit that will be required when reporting to work. See Section 9.2.1.
4. Review their Personal/Family Disaster Plan to ensure proper family preparation. See Section 9.2.
5. Ensure that their Personal/Family Disaster Plan and preparedness is conducive to their assigned “Hurricane Shift”.

**9.1.2 Equipment Repair Vendors Contact List:**

A. AccuTrak – PSAP Management Information Systems:

B. AT& T - for 9-1-1 re-routes: (800) 553-2811

C. Positron Liaison for All BSO Dispatch Centers:

<b>Soraya Bass</b>	Office	(954) 357-8571
	Cell	(954) 803-0096

<b>Edna Klock</b>	Office	(954) 357-8526
	Cell	(954) 254-9032

D. Positron: (800) 361-2596

<b>PSB Dispatch (CDC-1)</b>	<b>PSAP ID#</b>	71BSO0911
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<b>FT LAUD Dispatch (CDC-2)</b>	<b>PSAP ID#</b>	71FTLD
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<b>POMP Dispatch (CDC-4)</b>	<b>PSAP ID#</b>	71POMP -911
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E. Non-Emergency and Administrative Telephone Lines

PSB Dispatch	Joanne Damiano	Office (954) 831-8315
		Cell (954) 647-9771

POMP Dispatch	Joanne Damiano	Office (954)831-8315
		Cell (954) 647-9771

FT LAUD Dispatch	<u>AT&amp;T Crisis Link</u>	(800) 872-9781
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<b>Customer Account:</b>	City of Ft Lauderdale PD
<b>Service Plan Name:</b>	5700
<b>Password:</b>	8285762

F. Call Reporter Plus / Positron: (800) 553-2811

- G. Motorola FIN: (800) 323-9949
- PSB Dispatch (CDC-1)/BROWARD SO 1** MBBD2C0701
- FT LAUD Dispatch(CDC-2)/BRO-FTL-PD** MBBD2C0704
- POMP-Dispatch (CDC-4)/BROW-POMP** MBBD2C0740
- H. Motorola Printrak CAD: (800) 323-9949  
(Prompt 2 & 6 & 1)
- PSB Dispatch (CDC-1) Account#** PSA810900
- POMP Dispatch (CDC-4) Account#** PSA425900
- Courthouse Account#** PSA810900 - 1
- Airport Account#** PSA810900 – 2
- I. Motorola Printrak (Hardware and Printer) (800) 323-9949
- PSB Dispatch (CDC-1)** CCD03F
- POMP Dispatch (CDC-4)** CCD100
- J. Intergraph CAD:
- Fort Lauderdale Information Systems (954) 828-5489
- Systems Manager Office (954) 828-5698  
Mark Blanco Cell (786) 853-4265
- K. Motorola Radio System: (800) 323-9949
- PSB Dispatch (CDC-1) System ID#** SZ1F25D1
- FT LAUD Dispatch (CDC-2) System ID#** SZ1F250401
- POMP Dispatch (CDC-4) System ID#** SZ1F125D0
- Airport Dispatch System ID#** SZ1F25D7
- L. Replay Systems - Services all 911 Recordings (954) 267-9199
- Identify yourself as a Broward 911 Center along with your agency name.

**9.1.3 Communications Center Emergency Evacuation Kit:**

- A. Telephone Reference Book
- B. Note Pads, Pens, and Pencils
- C. Daily Schedule and Schedule Books
- D. First Aid Kit
- E. 4 Battery/Crank Radios
- F. Back up copy of Reference Material on "S" Drive and/or "T" Drive
- G. Employee Roster
- H. Disposition/Signal/Code Sheet
- I. Header Cards and blank cards
- J. Payroll/Attendance Cards
- K. Communications Disaster Contingency Plan
- L. Flashlight and extra batteries
- M. Satellite phone and cellular phone

**9.2 Personal/Family Disaster Plan:** Employees should create a disaster plan for themselves and all family members cared for by the employee. Having a Personal/Family Disaster Plan allows the employee to be well prepared and focused when emergencies happen. The Personal/Family Disaster Plan should be flexible for unforeseen circumstances. This plan will be used by employees for any disaster to include a Hurricane Watch or Warning. Refer to website [www.floridadisaster.org/family](http://www.floridadisaster.org/family) as a recommended guide in creating a Personal/Family Disaster Plan and Supplies List.

A. Creating a Disaster Plan:

1. Employees will meet with their family and discuss why they need to prepare for disaster.
2. If an employee is married and both parties are in an “on-call” status when a disaster strikes, discuss feasible scheduling with family members to ensure securing of the household, proper care for minor children, elderly parents, pets, etc.
3. Ensure all family members are aware of the employee’s work schedule and obligations. Provide a telephone number where the employee may be contacted in the event of an emergency while at work.
4. Make plans for childcare with neighbors or other family members in cases of emergency where immediate response is requested or events that can cause delays in getting home.
5. Stock emergency supplies and assemble an Emergency Supplies Kit. (See Section 9.2.1)
  - a. Store the Emergency Supplies Kit in a convenient place known to all family members.
  - b. Keep a smaller version of the Emergency Supplies Kit in the trunk of a car.
6. Consider asking an out-of-state friend or family member to be the employee’s “family contact.” If the employee or family member is in an area where disaster strikes, the “family contact” should be given current information of employee’s and family members’ whereabouts and safety status.

Each member of the household must have the contact’s telephone number.

B. Receiving an “Alert” or Hurricane Watch or Warning:

1. Employees should check with their supervisor regarding their work schedule and follow instructions given.
2. Ensure Personal/Family Disaster Plan is up-to-date and recommended supplies are readily stocked.
3. Arrange for child and pet care for 3-5 days.
4. Inform contact person of the watch/warning. (Ensure all family members know who is the contact)
5. Provide family members with the information and directions to the BSO Family Shelter and the County Pet Shelter.
6. Top-off all personal vehicles with fuel.
7. Ensure a battery-powered or hand crank radio and NOAA Weather Radio with tone alert and extra batteries for both is on hand.

C. During a Disaster:

1. Put the Personal/Family Disaster Plan into action.
2. Listen to the battery-powered radio for instructions and information in the area.
3. Contact or leave contact information where you may be reached with the Duty Officer if instructions for reporting to work are not yet available and contact information which is “on-file” with the agency is no longer functional.
4. Check for damage, fires, or fire hazards in the home. Use flashlights and avoid lighting matches or turning on electrical switches if damage is suspected.
5. Check for gas leaks, starting at the water heater. If the smell of gas is present or a leak is suspected, turn off the main gas valve, open all windows, and evacuate all persons from the home.
6. Clean up all spilled medicines, bleach, gasoline, and other flammable liquid immediately.

7. Home Evacuation: Evacuate immediately if told to do so.
  - a. Wear protective clothing and shoes.
  - b. Confine or secure family pets.
  - c. Listen to a battery-powered radio and follow the instructions of local emergency officials.
  - d. Use travel routes specified by local authorities. Avoid shortcuts as the area may be impassable or dangerous.
  - e. Take an Emergency Supplies Kit.
  - f. Lock the home.
  - g. If there is extra time before evacuating:
    - (1). Shut off the water, gas, and electricity before leaving, if instructed to do so.
    - (2). Post a note telling others when the home was evacuated and the destination after evacuating.
    - (3). Call the emergency contact and provide him/her with the evacuation information.
    - (4). Contact the Communications Center Duty Officer if a catastrophic emergency may prevent reporting to duty at the specified time as required.
8. When safe to leave the home, check on neighbors, especially the elderly or disabled persons.
9. Employees can work with their neighbors to provide information on the status of their home and family members while at work.
10. Stay away from downed power lines.

**9.2.1 Personal Emergency Supplies:** Communications personnel should consider having at least two emergency supply kits, one full kit at home and a smaller, potable kit for work.

If a disaster warrants extended shifts, employees should be aware that personal comfort at the Communications Centers or Backup facilities depends on how well each employee prepares for the emergency. Staff may be required to sleep or rest in a facility that is not presently designed as sleeping quarters.

A. Portable Emergency Supply Kit: This portable Emergency Supplies Kit can be stored in the trunk of the employee's vehicle and used as a personal supply kit when responding for their "on-call, emergency tour of duty." The website [www.floridadisaster.org/family](http://www.floridadisaster.org/family) recommends the supply kits should be updated once a year.

1. Non perishable food/snacks for at least three (3) days.
2. Flashlight and extra batteries.
3. First Aid Kit.
4. Moist towelettes.
5. Can opener for food (if kit contains canned food).
6. Map book.
7. Clothing and undergarments for 3-5 days.
8. Sleeping bag, pillow, blanket and inflatable raft or cushion for comfort.
9. Toothbrush, toothpaste, sanitary and shaving supplies.
10. Prescription medication (stored according to a medical professional's regulations).

B. Home Emergency Supply Kit: There are six basic categories that can be located in the website [www.floridadisaster.org/family](http://www.floridadisaster.org/family) as a recommended guide in creating a Personal Supplies List, such as water, food, first aid supplies, clothing and bedding, tools and special items. Keep the items that you would most likely need during an evacuation in a sturdy, easy-to-carry container. Possible containers include a large covered trash container, a camping backpack, or a duffel bag. Keep enough supplies in the home to last at least five (5) days.

### 9.3

**BROWARD COUNTY REGIONAL RADIO SYSTEM FAILURES:** The Broward County Trunked Radio System operates in the 800 Mhz band simulcast across the County on ten (10) tower sites using 28 “pooled” frequencies, which allows 11,000+ users to use hundreds of talk groups rapidly. The Broward County Regional Radio System has several built-in redundancies, which allow the System to remain operational in a “trunked mode” with minimal impact on field users. However, most system failures will require some form of manual intervention by dispatchers to remain in communication with field users. Other failures could cause the radio system to default to a conventional (“Fail Soft”) mode, which will greatly impact all users and their operations. Radio failures do not necessarily follow in sequential order.

In Normal System Operation, the Broward County Radio System uses Motorola’s “SmartZone” technology to inter-connect other Motorola Systems within the County. This technology allows users with limited geographical radio coverage, to obtain countywide coverage on talk groups assigned “Wide-Area” capabilities. The following radio systems are linked using SmartZone technology:

- A. **Deerfield Beach Fire Rescue Radio System**
- B. **Hollywood Radio System**
- C. **Fort Lauderdale/Pompano Radio System**
- D. **Plantation Radio System**

#### 9.3.1

**SmartZone connection or Master Site SmartZone Controller Failure:** If the SmartZone Controller fails or one of the limited geographical Radio Systems of Deerfield Beach, Hollywood, Fort Lauderdale/Pompano Beach, or Plantation Radio Systems lose connectivity with the Master Site, one or all the radio systems that are linked to the Broward County Radio System will revert to “Site Trunking.” In this mode, each system operates as an independent radio system no longer linked by the SmartZone Controller. Radio users in the field will continue to operate with literally no effect, but the dispatcher may have to abandon the “Gold Elite” Dispatch Console and use the desk-top radio consolette (Base Station). Those field users whose home radio system is not the County Regional Radio System may experience limited geographical radio coverage that is specific to their system if that talk group was designated as a “Wide-Area” talk group. The “Trunking” capability of the system remains functional. Depending upon the type of failure (connectivity or Master Site SmartZone Controller Failure) the Dispatchers may lose the ability to “patch/multi-select” talk groups and be unable to view radio system ID’s if they must use the desk-top radio consolette to communicate with field users.

**9.3.2 Prime Site Controller Failure:** The Broward County Regional Radio System has two redundant Prime Site Controllers that allow for normal system operation in case of one failure. If both Controllers fail, the system will revert to “Fail Soft” mode.

- A. In “Fail Soft,” the radio system utilizes all of the existing repeaters, frequencies, tower sites, and coverage capabilities as if the system was in “Normal System Operation”, except the system has reverted to a Conventional Radio System. As a Conventional Radio System, a frequency must now be dedicated to a talk group and not shared as part of a “pool” of frequencies.

Since the Broward County System only has 28 frequencies, in “Fail Soft,” the System is only capable of having 28 different channels (talk paths) operational. Therefore, the 11,000+ users must be able to condense their operations into 28 channels which have been pre-programmed into each radio. Sixteen (16) of the 28 frequencies are dedicated to public safety dispatch at the Public Safety Building. The other 12 frequencies are divided among other non-BSO Dispatch Centers, the Broward County School Board, and County Government.

- B. Though “Fail Soft” will create a serious operational impact and possible confusion for the field users, knowledge of the following will allow communication personnel to continue operations.

**1. Law Enforcement Operations:**

All law talk groups within a zone will fail over to the frequency that has been assigned to the “main” dispatch talk group (commonly position “A” of a field user’s radio.) Field users who usually conduct their operations without a Dispatcher will fail over to a common frequency without a Dispatcher. Therefore,

- a. Law operations generally operating in Zone 1 (Specialty Units SID, CID, SWAT, RACS) will fail over to common Zone 1A. The PSB Duty Officer will need to assign a Dispatcher to monitor this talk group.
- b. Law operations of the Airport, Civil, County-Wide and Detention will fail over to Airport’s Main dispatcher in Zone 2A. When in “fail soft”, the PSB Duty Officer will assign the Information Talkgroup Dispatcher to monitor and command this talk group.

- c. Law operations within Zone 3 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 3 will fail over to Zone 3A's main Dispatcher on Zone 3A.)
- d. Law operations within Zone 4 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 4 will fail over to Zone 4A's main Dispatcher on Zone 4A.)
- e. Law operations within Zone 5 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 5 will fail over to Zone 5A's main Dispatcher on Zone 5A.)
- f. Law operations within Zone 6 (including all law operations on 6B, car-to-car, Teletype, Info City, and Tactical talk groups of Zone 6 will fail over to Zone 6A's main Dispatcher on Zone 6A.) The Dispatchers for 6A and 6B are going to be sharing the same talk group to dispatch calls.
- g. Law operations within Zone 7 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 7 will fail over to Zone 7A's main Dispatcher on Zone 7A.)
- h. Law operations within Zone 8 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 8 will fail over to Zone 8A's main Dispatcher on Zone 8A.)
- i. Law operations within Zone 9 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 9 will fail over to Zone 9A's main Dispatcher on Zone 9A.)
- j. Law operations within Zone 10 (including car-to-car, Teletype, Info City, and Tactical talk groups of Zone 10 will fail over to Zone 10A's main Dispatcher on Zone 10A.)
- k. Issues for law enforcement field users and dispatchers will include:
  - (1). The Teletype talk group would fail over to their main Dispatcher within the zone of the user's radio. Since no fail over frequency is available for teletype. Teletype services will continue to work for the duration of the event receiving and relaying emergency related requests via the phone.

- (2). The Information-Inter-City talk group would fail over to the main dispatcher within the zone of the user's radio. The dispatcher on Information-Inter-City would have to switch to Zone 2A on their radio to continue operations.
- (3). The Car-to-Car, Special TAC, Common F and J, and all other talk groups within a Zone will fail over to the Main Dispatch talk group of that zone (1-10A).

**2. Fire Rescue Operations:**

- a. Fire Rescue operations generally operating in North Area Dispatch, North Area Car-to-Car, Dispatch 1 and Dispatch Car-to-Car will fail over to North Area Dispatch.
  - b. Fire Rescue operations generally operating in South Area Dispatch and South Area Car-to-Car will fail over to South Area Dispatch.
  - c. Fire Rescue operations generally operating in West Area Dispatch and West Area Car-to-Car will fail over to West Area Dispatch.
  - d. Fire Rescue operations generally operating in MED Resource COORD, MEDCOM1-10 and City Fire Rescue Supervisor will fail over to MEDCOM 1.
  - e. Fire Rescue operations generally operating in BC Fire Rescue Supervisor, Broward Chiefs, Human Resource Management and BC Fire Rescue Support will fail over to BC Fire Rescue Supervisor..
- C. In "Fail-Soft," the Dispatcher will have to unplug from their Gold Elite Radio Console and revert to their desk-top radio consolette to maintain communications with the field units. In some cases, as described above, it may be necessary to change the desktop radio consolette to the appropriate talk group.

- D. Each Dispatcher should immediately advise field units of the radio condition and announce that only “emergency communications” will take place until the System returns to normal operations.
- E. The use of desk-top radio consolettes prevent the ability of the Dispatcher to use “patching and/or multi-select” features to tie talk groups together and to view radio user ID’s.
- F. The system will continually transmit a low audible tone every 10 seconds to remind the users that the system is in “Fail Soft” mode.

**9.3.3 Microwave System Failure:** The Broward County Regional Radio System has been designed with two separate loops (north and south) that tie all the tower sites back the PSB Dispatch Building via the “core” tower site. Each loop has two different microwave paths which connect each tower to their loop. This two directional (or redundant) microwave paths for the towers are considered “loop protected.” If one microwave path becomes misaligned, obstructed, or broken, the microwave path in the opposite direction will take over. If both microwave paths in one loop fail, the centrally located “core” tower site and the other tower sites of the other loop are designed to be operational. If both microwave paths of the Northern or Southern Loop fail together, the system has been designed to continue to transmit and receive via the “core” tower site. The “core” tower site also has two paths of communicating with the equipment at the Public Safety Building; microwave and leased T-1 telephone circuits.

A failure of any loop (north, south or both) will reduce the “in-building coverage” and countywide coverage for field units in the area of the failure but the system will still provide outdoor “street coverage”. Other than static, both field users and dispatchers will believe the system is operating in the “Normal Systems Operation.” This mode of continued system operation is “Third Level Trunking.”

**9.3.4 Complete Radio System Failure:** In the event that the entire Broward County Regional Radio System should fail, a completely Independent Backup Trunked Radio System can be activated and is known as “Fourth Level Trunking.” The Duty Officer will still report any issues to Motorola; however, Motorola is responsible for instituting a plan to activate Fourth Level Trunking.

Fourth Level Trunking utilizes the same frequencies already licensed to Broward County for voice communications. The System will provide adequate outdoor coverage, but a reduction in countywide and in-building coverage will occur because the system operates from a centrally located, single-tower site known as the EMS Tower. However, this system should be a solution of “last resort” for communications due to the following:

- A. Though the system is always “powered,” the transition to Fourth Level Trunking from the main radio system is time-consuming and complicated.
- B. The Main Radio System has to be completely disabled before the Independent Backup System at the EMS Tower site is manually activated causing an unknown time period without any radio communication.
- C. Fourth Level Trunking radio users will use the same talk groups as if the system was in “Normal System Operation.” Dispatchers will not be able to use their “Gold Elite” Dispatch Consoles, but can maintain communications with field users with the desktop radio consollette.
- D. Consollettes will not allow dispatchers to “patch/multi-select” talk groups together or view radio ID’s.
- E. During a complete failure of the Broward County Radio System the Duty Officers will:
  - 1. Send a data message via the Mobile Data Computers (MDC’s) attempting to notify the field users of the failure.
  - 2. Perform appropriate Command Pages via the CAD.
  - 3. Complete an agency page using the MIR 3 System.
- F. Due to the time delays of diagnosing the main radio system or activating the Backup Radio System, immediate communications should be established with field units using telephone “Hotlines” between the Dispatchers and field units via the temporary “Field Communications Center or District/Station Emergency Communications Centers.
- G. The BSO’s Hurricane and Disaster Contingency Plan requires all field units to return and assemble at a “District/Station Emergency Mustering/Rally/Assembly Point.” During a Complete failure of a Radio System. At these locations,
  - 1. The temporary “Field Emergency Communication Center or District/Station Emergency Communications Center” is required to be set up to accept telephone communications from their Dispatch Center.

2. Upon establishing these District/Station Emergency Communication Centers, it is suggested that a “Logistics Operator” and an “Emergency Call Runner” be designated. At smaller locations, the position may be combined. The telephone numbers for these District/Station Emergency Communications Centers are listed on the “T” Drive in the “Disaster and Emergency Information” folder, within an excel spreadsheet titled, “District/Station Field Emergency Communications Centers Telephone Numbers.”
3. The District/Station Emergency Communication Center should be prepared to record all the detailed information of the incoming emergency calls from their Dispatcher via telephone, assign unit(s), and record the disposition of the call, in order to reconcile CAD when it becomes operational.

**9.3.5 Re-Establishing Radio Communications During a Complete Radio System Failure:** Eventually, radio communications with field units should be established using a combination of Mutual Aid talk groups on the Fort Lauderdale /Pompano Radio System and channels on the NPSPAC Radio System or through the use of Broward Mutual Aid Talk groups, depending on the Radio System that failed.

A. For Failures of the Broward County Radio System:

1. The Duty Officers at CDC-1 will ensure the Broward County NPSPAC Repeater Towers are “enabled” and the surrounding counties are aware of the emergency channel assignments.
2. Check for interference on the NPSPAC channels by ensuring clear conversation with a field unit. If interference is discovered, re-contact the neighboring counties and ensure their repeaters are “disabled.”
3. Contact Fort Lauderdale Dispatch Center and request the use and assignment of Mutual Aid talk groups on the Fort Lauderdale/Pompano Radio System.
4. If established, contact each Field Emergency Communications Center via telephone and assign each jurisdiction to the following radio channel or talk group assignments and document assignment of channels on a ICS205 form:

- a. MA TAC 1: All Fire Rescue field personnel:
  - (1). North Radio Dispatch
  - (2). West Radio Dispatch
  - (3). South Radio Dispatch
  
- b. MA TAC 2 – Northern Broward County, expanding from Southgate Boulevard to the northern County Line Road. The following cities will be assigned to this channel:
  - (1). North Lauderdale
  - (2). Tamarac
  - (3). Parkland
  
- c. MA TAC 3 – Southern Broward County, expanding from I595 to the southern County Line Road. The following cities will be assigned to this channel:
  - (1). Dania
  - (2). Weston
  - (3). Southwest Ranches
  - (4). Miramar
  - (5). Hallandale
  - (6). Pembroke Park
  - (7). West Park
  
- d. MA TAC 4 – Central Broward County, expanding from Southgate Boulevard to I595. The following cities will be assigned to this channel:
  - (1). Davie
  - (2). Cooper City

- e. MA-FLA: 10-20 mile radius from the Public Safety Building.
    - (1). Lauderhill
    - (2). Unincorporated Central Broward
    - (3). Lauderdale Lakes
    - (4). Oakland Park
  - f. Fort Lauderdale Mutual Aid Talk Group – TBA
    - (1). Deerfield Beach
    - (2). Lauderdale – By – The – Sea
    - (3). Lighthouse Point
    - (4). Sea Ranch Lakes
  - g. Fort Lauderdale Mutual Aid Talk Group – TBA
    - (1). Court Services
    - (2). Detention
    - (3). Prisoner Transport Division
    - (4). BAT/DUI Task Force
  - h. Fort Lauderdale Mutual Aid Talk Group – TBA  
Fort Lauderdale/Hollywood International Airport (FLHIA)
5. As each assignment is made, use the following systems to reinforce the assignment:
- a. Mobile Data Computers (MDC's).
  - b. Perform appropriate Command Pages via the CAD.
  - c. Complete an agency page using the MIR 3 System.

6. Duty Officers will ensure Dispatchers:
  - a. "Tone alert" and announce that only "Emergency Traffic" will be conducted until the main radio system becomes operational.
  - b. Conduct a roll call to ensure all field units are accounted for and assigned to the proper channel or talk group.

B. For Failures of the Fort Lauderdale/Pompano Beach Radio System:

The Fort Lauderdale/Pompano Beach Duty Officer will contact the PSB Duty Officer and request Broward County Mutual Aid talk groups on System 14 for Law Enforcement Dispatch/Teletype Operations and System 12 for Fire Rescue Dispatch for the following:

1. City of Fort Lauderdale
  - a. 3 talk groups for law dispatch areas of City of Fort Lauderdale
  - b. 1 talk group for teletype operations
  - c. 2 talk groups for Fire Rescue
2. City of Pompano Beach
  - a. 2 talk groups for law dispatch areas
  - b. 1 talk group for teletype operations
  - c. 1 talk group for Fire Rescue

- C. The Dispatcher will conduct a roll call to ensure all field units are accounted for and assigned to the proper talk group. The field supervisor will still be notified of all priority calls and any field units that failed to respond during the roll call.

**9.4 COMMUNICATIONS DISASTER PLAN IMPLEMENTATION:** Unless there is an immediate threat to life and property, the Regional Major or Manager will assess the incident and activate the Disaster Contingency Plan (DCP) if the severity of the incident warrants an “Alert.” Each “Alert” signifies a pre-determined set of response levels and resources that will ensure maximum efficiency and staffing of the Regional Communications Centers. Therefore, unless otherwise directed, Regional Communications personnel will complete their responsibilities as outlined in the DCP.

Most “Alerts” experienced by the Communications Centers will be preceded by some form of intelligence (weather report, terrorism alert, news bulletin, etc.). This information will provide employees an opportunity to review plans, supplies, and responsibilities before an actual “Emergency Alert” is declared, warranting an expedited and immediate response. Listed below are the responsibilities of each facet of the Communications Division during the “Stand-By and Emergency Alert” phases. While these tasks are necessary and detailed, they are not limited and are subject to change to fit the needs of the event.

A. “Stand-by Alert: The following preparations need to be completed during first phase to ensure operational readiness before the onset of the emergency.

1. **Regional Major or Manager:**

a. Ensure that all off-duty and on-duty personnel have been properly notified of the “Alert” status, description of emergency and projected reporting time using one or more of the following methods:

- (1). Distribution of memorandum (See Section 9.4.1).
- (2). Use of a telephone tree or MIR 3 Alerting System to make notifications (Except for Hurricane Watches or Hurricane Warnings).
- (3). Activation of the Communications Information Line.
  - i. Prepare information scripts to be recorded on the Communications Information Line (954) 831-8299.
  - ii. Ensure that the scripts remain updated and are posted within the appropriate timelines.

- b. Ensure the following support personnel will be staged by the Communications Technology Division at the Regional Communications Centers:
  - (1). AT & T
  - (2). Positron
  - (3). Motorola
  - (4). Radio Technicians
  
- d. If a hurricane is approaching, prepare a projected timeline for the Primary Shift to report for duty during “Safe Wind Driving Conditions” and no later than when conditions reach “Seek Shelter Conditions.” Personnel staffing for all Dispatch Centers will be attempted before “Critical Driving Conditions and completed before “Seek Shelter Conditions” arrive for Broward County based on wind prediction models provided by Geographical Information Services (GIS) of the Enterprise Technology Division (ETD).
  - (1). **Safe Wind Driving Conditions** – Safe driving conditions for sedans and SUV’s are within a range of 0-40 mph in sustained windy conditions.
  - (2). **Critical Driving Conditions** – Exist when sustained wind conditions are between 50-70 mph. It is recommended that vehicles traveling in these conditions reduce their speed to 20 mph to avoid unexpected deviation of the vehicle’s path.
  - (3). **Seek Shelter Conditions** – In sustained wind conditions above 70 mph, it is recommended that persons traveling in a vehicle should seek shelter.
  
- e. Determine when the:
  - (1). Regional Communications Command Post needs to be activated and deploy a Communications Training Officer to the post.
  - (2). Communications Unit Leader needs to be assigned to the Unified Command Post using a Duty Officer, Site Manager, or Communications Staff member.

- (3). Communications Operators need to be assigned to the Unified Command Post and deploy one PSC Operator from Fire Rescue and Law to staff those positions.
- f. Prepare alternative talk groups to be used in case of failure with the Broward County or the Fort Lauderdale/Pompano Beach Radio Systems. (See Section 9.3.4 or 9.3.5)
  - g. Prepare a Resource Status Memorandum to the BSO Unified Command Post (UCP) and all BSO Regional Communications Centers containing information about the following: (See Section 9.4.1)
    - (1). Communications Information Hotline operational time and phone number.
    - (2). Contact information for the BSO Unified Command Post and Mutual Aid Talk Group assignment for radio communications between UCP and District Command Posts.
    - (3). Contact information for the UCP Communications Dispatcher.
    - (4). Contact information for all BSO Regional Communication Centers to include, E-mail addresses, main telephone numbers, alternative cellular telephone numbers, satellite telephone numbers, and the Communications Command Post.
    - (5). List of all District/Station Emergency Communications Centers.
    - (6). Reiterate the Division's plan for establishing communications in case of failure of the Broward County Radio System or the Fort Lauderdale/Pompano Beach Radio Systems.
    - (7). Identify reporting locations and working attire for Communications personnel.
    - (8). Equipment Repair Vendors contact phone numbers, names, and locations during the "Emergency Alert."
    - (9). Contact the County EOC (if activated) or RDSTF

Region 7 Chairperson for acquisition of interoperable radio equipment in case of complete radio system failure.

- h. Review staffing assignments for all BSO Regional Communications Centers with the Site Managers.

2. **Regional Communications Systems Manager:**

- a. If applicable, check all Regional Communications Centers for installation of hurricane shutters and assist Site Managers to get the shutters installed by the responsible parties if installation has not been completed.
- b. Identify alternative sources for interoperable radio equipment with the Region 7 Chairperson.
- c. Ensure the operational capability of the Agency's "Region 7 Trailer Cache of Radios" and battery chargers to ensure operational readiness for deployment.
- d. Verify there are sufficient supplies, on hand, for each site to include:
  - (1). MRE's and their expiration date.
  - (2). Enough bottled water for 5 days.
  - (3). Visqueen and duct tape to cover equipment.
- e. Prepare to remain on site, at the PSB, during an "Emergency Alert" to coordinate operations until relieved by the Regional Communications Major or Manager.

3. **Site Managers:**

- a. Notify the Regional Major or Manager of any information that may delay or hasten the need to declare an "Emergency Alert."
- b. Prepare to remain on site, during an "Emergency Alert" to coordinate operations until relieved by the Regional Communications Manager or Major.

- c. Begin the documentation of all events that affect the normal operations of the Communication Center for inclusion in an Agency "After Action" Report.
- d. Ensure that the Regional Communications Center, at the PSB, is assigned one Fire and one Law Dispatcher to staff the BSO UCP.
- e. Except for Hurricane Watches and Warnings, ensure that all off-duty and on-duty personnel are notified of the "Stand-by Alert" or "Emergency Alert" status via announcements by their supervisors or through telephone contact.
- f. Pick up one additional cellular phone from ETD and assign them to the Duty Officer's Station.
- g. Ensure that the Satellite telephone issued by the E911 Office is charged and operational and the Duty Officers know how to use it.
- h. Confirm proper stocking of emergency supplies for the Communications Center and Evacuation Kit. (See Section 9.1.3)

**4. Duty Officers:**

- a. Notify their Site Manager of a potential emergency that may necessitate the implantation of or change the time of an "Alert."
- b. Conduct Roll Call training, covering the following topics:
  - (1). Description of "Alerts" as it relates to the emergency.
  - (2). Responsibilities of calling the Communications Information Line during alerts.
  - (3). Description of Mutual Aid Talk Groups.
  - (4). Review functionality of radio consolettes.
  - (5). Review employees' personal responsibilities during alerts.
  - (6). Review status updates from Regional Major or Manager.

- (7). Review shift assignments.
- (8). Evacuation procedure (See Section 9.5).
- c. Check the contents of the Communication Center's Evacuation Kit to ensure its completeness.

5. **PSC Operators:**

- a. Communications Operators will complete preparations of their Personal/Family Disaster Plans and Emergency Supply Kit (See Sections 9.2 and 9.2.1) to include the securing of their homes and families.
- b. PSC Operators will review the emergency roster to determine their primary assignment if 12-hour shifts are instituted.
- c. Call the Communications Information Line every two (2) hours, unless otherwise instructed to get updates on "Alerts."
- d. Be prepared for:
  - (1). An assignment to a minimum shift assignment of at least 12-hours.
  - (2). Cancellation of days off and approved leave.
  - (3). Permanent assignment to the Regional Communications Center for several days of deployment depending on the type of emergency.

- B. "Emergency Alert": Though most "Emergency Alerts" will be preceded by a "Stand-by Alert" in which procedures and resources can be reviewed, there will be other unexpected events that may require an immediate response to address an emergency.

If such an emergency event should occur (unexpected weather event, terrorism or disaster), employees will follow the responsibilities for a "Stand-by Alert" to ensure proper response and preparation for a situation at hand. (See Section 9.4.A)

9.4.1 **EXAMPLE INFORMATION RESOURCE LETTER:**



**HURRICANE OPERATIONS**

**INTERNAL MEMO**

Date:

To: All Personnel  
Regional Communications Operations

From: Major Kyle Berwick  
Manager, Kim Rubio  
Regional Communications Operations

Subj: **HURRICANE OPERATIONS**

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The following information is provided to give all the BSO Communications Centers the resources they may need during a hurricane:

**Communications Information Line:** 954- began operation at (time) hours on (date). This line is used by all Communications Center employees to keep them apprised of shift reporting times and any other information pertinent to the storm.

**DLE Unified Command Post:** The phone number for the Unified Command Post will be 954-797-0950. The email address will be [BSOCommand@sheriff.org](mailto:BSOCommand@sheriff.org). This phone number will be used by Duty Officers only. The Public Safety Building Site (PSB) will staff the Unified Command Post (UCP) with two (2) Communications II Dispatchers to monitor a Fire and Law CAD console. These Dispatchers will be required to monitor all the calls of all the Districts to keep the DLE Unified Command Post updated on any unusual occurrences throughout the County. In addition, a Communications Staff member will also be assigned to the UCP as the Communications Unit Leader position to be the liaison between this Center and all the BSO Communications Centers.

The direct phone number to these positions within the DLE Unified Command Post is as follows:

Unified Command Post Dispatcher	<b>954-797-0960</b>
Unified Command Post Communications	
Unit Leader	<b>954-797-0961</b>
Regional Communications Command Post	<b>954-321-4313</b>

**BSO Communications Sites E-MAIL addresses:**

**Public Safety Building Main:**

[Communications\\_Supervisors@sheriff.org](mailto:Communications_Supervisors@sheriff.org)

**Pompano Beach Communications:**

[Pompano\\_Dispatch@sheriff.org](mailto:Pompano_Dispatch@sheriff.org)

**Fort Lauderdale Communications:**

[BSODutyOfficers@fortlauderdale.gov](mailto:BSODutyOfficers@fortlauderdale.gov)

**Alternative BSO Communications Site Cell and Satellite Phones:** In the event telephone lines become interrupted, the cell phone and satellite numbers of our Communications sites are as follows:

<b>Public Safety Building Main Site:</b>	<b>954-547-9483 (Cell)</b> <b>8816-4142-6445 (Sat)</b>
<b>Pompano Communications:</b>	<b>954-547-9483 (Cell)</b> <b>8816-4142-6464 (Sat)</b>
<b>Fort Lauderdale Communications:</b>	<b>954-383-6464 (Cell)</b> <b>8816-4142-6451</b> <b>954- (Call Taker)</b> <b>954- Info</b> <b>Channel)</b> <b>954- (TT)</b>

**Radio Group 14:** All Communications Centers will continuously monitor Group 14A which is the designated radio channel for each District Liaison Office (previously District EOC).

**Radio System Failures:** In the event of radio communications failure at the Public Safety Building (PSB), Pompano, or Fort Lauderdale:

- A. Immediate communications will be established with field units using telephone "Hotlines" between the Dispatchers and field units via the temporary "Field Communications Center or District/Station Emergency Communications Centers.
- B. The BSO's Hurricane and Disaster Contingency Plan requires all

field units to return and assemble at a “District/Station Emergency Mustering/Rally/Assembly Point.”

C. During a Complete failure of a Radio System. At these locations,

The temporary “Field Emergency Communication Center or District/Station Emergency Communications Center” is required to be set up to accept telephone communications from their Dispatch Center.

Upon establishing these District/Station Emergency Communication Centers, it is suggested that a “Logistics Operator” and an “Emergency Call Runner” be designated. At smaller locations, the position may be combined. The telephone numbers for these District/Station Emergency Communications Centers are listed on the “T” Drive in the “Disaster and Emergency Information” folder, within an excel spreadsheet titled, “District/Station Field Emergency Communications Centers Telephone Numbers.”

The District/Station Emergency Communication Center should be prepared to record all the detailed information of the incoming emergency calls from their Dispatcher via telephone, assign unit(s), and record the disposition of the call, in order to reconcile CAD when it becomes operational.

**Re-Establishing Radio Communications During a Complete Radio System Failure:**

Eventually, radio communications with field units will need to be established using a combination of Mutual Aid talk groups on the Fort Lauderdale /Pompano Radio System and channels on the NPSPAC Radio System or through the use of Broward Mutual Aid Talk groups. The Communications Division will utilize the following plan in an attempt to establish Radio Communications until the Radio System that has failed can be repaired:

A. For Failures of the Broward County Radio System:

1. The Duty Officers at CDC-1 will ensure the Broward County NPSPAC Repeater Towers are “enabled” and the surrounding counties are aware of the emergency channel assignments.
2. Check for interference on the NPSPAC channels by ensuring clear conversation with a field unit. If interference

is discovered, re-contact the neighboring counties and ensure their repeaters are “disabled.”

3. Contact Fort Lauderdale Dispatch Center and request the use and assignment of (4) Mutual Aid talk groups on the Fort Lauderdale/Pompano Radio System. Three (3) for law and one (1) for teletype dispatch.
4. If established, contact each Field Emergency Communications Center via telephone and assign each jurisdiction to the following radio channel or talk group assignments and document assignment of channels on a ICS205 form:
  - a. MA TAC 1: All Fire Rescue field personnel:
    - (1). North Radio Dispatch
    - (2). West Radio Dispatch
    - (3). South Radio Dispatch
  - b. MA TAC 2 – Northern Broward County, expanding from Southgate Boulevard to the northern County Line Road. The following cities will be assigned to this channel:
    - (1). North Lauderdale
    - (2). Tamarac
    - (3). Parkland
  - c. MA TAC 3 – Southern Broward County, expanding from I595 to the southern County Line Road. The following cities will be assigned to this channel:
    - (1). Dania
    - (2). Weston
    - (3). Southwest Ranches
    - (4). Miramar
    - (5). Hallandale
    - (6). Pembroke Park
    - (7). West Park

- d. MA TAC 4 – Central Broward County, expanding from Southgate Boulevard to I595. The following cities will be assigned to this channel:
    - (1). Davie
    - (2). Cooper City
  - e. MA-FLA: 10-20 mile radius from the Public Safety Building.
    - (1). Lauderhill
    - (2). Unincorporated Central Broward
    - (3). Lauderdale Lakes
    - (4). Oakland Park
  - f. Fort Lauderdale Mutual Aid Talk Group – TBA
    - (1). Deerfield Beach
    - (2). Lauderdale – By – The – Sea
    - (3). Lighthouse Point
    - (4). Sea Ranch Lakes
  - g. Fort Lauderdale Mutual Aid Talk Group – TBA
    - (1). Court Services
    - (2). Detention
    - (3). Prisoner Transport Division
    - (4). BAT/DUI Task Force
  - h. Fort Lauderdale Mutual Aid Talk Group – TBA  
Fort Lauderdale/Hollywood International Airport (FLHIA)
  - i. Fort Lauderdale Mutual Aid Talk Group – TBA  
Teletype
5. As each assignment is made, use the following system to reinforce the assignment:
- a. Mobile Data Computers (MDC's).
  - b. Perform appropriate Command Pages via the CAD.
  - c. Complete an agency page using the MIR 3 System.

6. Ensure Dispatchers:
  - a. "Tone alert" and announce that only "Emergency Traffic" will be conducted until the main radio system becomes operational.
  - b. Conduct a roll call to ensure all field units are accounted for and assigned to the proper channel or talk group.

B. For Failures of the Fort Lauderdale/Pompano Beach Radio System:

1. The Duty Officer will contact the PSB Duty Officer and request Broward County Mutual Aid talk groups on System 14 for Law Enforcement Dispatch/Teletype Operations and System 12 for Fire Rescue Dispatch for the following:
  - a. City of Fort Lauderdale
    - (1). 3 talk groups for law dispatch areas of City of Fort Lauderdale
    - (2). 1 talk group for teletype operations
    - (3). 2 talk groups for Fire Rescue
  - b. City of Pompano Beach
    - (1). 2 talk groups for law dispatch areas
    - (2). 1 talk group for teletype operations
    - (3). 1 talk group for Fire Rescue
2. The Dispatcher will conduct a roll call to ensure all field units are accounted for and assigned to the proper talk group. The field supervisor will still be notified of all priority calls and any field units that failed to respond during the roll call.

**Position/AT & T Communications Support:** According to information received from County Communications Technology Division, 911 Technicians will be as follows:

Emergency Operations Center – 201 NW 84<sup>th</sup> Ave., Plantation

***Insert Name***

Public Safety Building – 2601 West Broward Blvd., Ft. Lauderdale

***Insert Name***

Ft. Lauderdale Dispatch/911 Center – 1300 West Broward Blvd.

***Insert Name***

Pompano Beach 911/Dispatch Center – 100 SW 3<sup>rd</sup> Street

***Insert Name***

**Motorola Radio Support:** Motorola will have a technician on site at the Public Safety Building, as well as several technicians disbursed throughout the County for immediate response.

**State Mutual Aid Channels:** FIN has been used to patch 4 Mutual Aid talk groups to the 4 Motorola talk groups in order to bridge the State's two systems by the State Technology Office in preparation for **(Name of Hurricane)**. At this point, the State Technology Office has no plans for the State law enforcement agencies to use these Mutual Aid channels. Consider the Mutual Aid channels for local use and potential patch needs. Each FIN workstation has access to the State's MA-CALL and MA-TAC1 for communications and patch needs.

**Tri-County Interoperability:** Staff has been in contact with the Region 7 Chairman Ray Carlson, who advised that the EDICS Trailer would be available for deployment by contacting the Palm Beach Sheriff's Communications Center **(561-688-3461)**. Any additional coordination will be handled by FDLE. Staff has also been in contact with our Tri-County communications partners who agreed to share resources should the need arise.

**Reporting Location:** Based on the current conditions of the storm, all personnel will report to their regular Communications Center.

**Attire:** Casual clothing, including jeans, will be permitted during a hurricane. Without discussing every item of attire, there are certain unauthorized items at all times: "No see-through tops, no short skirts, as well as no mid-shirts that expose one's midsection. If undergarments are visible due to clothing style, it is inappropriate for the work place."

KB/lc





**9.5 EMERGENCY EVACUATION PLAN (EEP):** Regional Communications Centers perform critical functions that are vital to the delivery of public safety services. Interruption of these functions, due to an unexpected event, could not only have life threatening consequences to the citizens, but may also endanger the lives of the employees who work within the Communications Center. The safety of employees in the Communications Center is paramount; therefore, establishing proper precautions and executing plans can protect their lives and readily re-establish vital services if evacuation should occur. Duty Officers must be prepared to prioritize completion of tasks based on event severity, employee safety and maintaining center services.

Each of the Regional Communications Centers has an assigned Back-Up Dispatch Center in the event of an emergency, disaster, or evacuation where dispatch and call-taking functions can be transferred and re-established. The Backup Dispatch Centers for the BSO Regional Communications Centers are as follows:

- Public Safety Building – Broward County Emergency Operations Center (EOC).
- Pompano Beach – The Public Safety Building or EOC.
- Fort Lauderdale – The Public Safety Building or EOC.

The EEP is intended to communicate the policies and procedures for Communications employees to follow in an emergency situation. Employees will be informed of their individual roles and responsibilities under this plan.

A. General Evacuation Procedures:

1. Employees will not leave their assigned areas without a Duty Officer's approval unless a disaster is of a dangerous intensity and injury is imminent.
2. Upon instruction of the Duty Officer, PSC operators will ensure that field units are notified of an evacuation by using one or more of the following methods:
  - a. Perform Multi-Select Radio Messages advising field units of the evacuation.
  - b. Send an NCIC/FCIC Message via teletype.
  - c. Sending a CAD message to all Mobile Data Computers (MDC's).

3. Dispatchers will maintain communications with field units using portable radios as they evacuate.
4. Duty Officers and PSC Operators will gather necessary reference materials such as map books, resource binders, changes in unit rosters, etc.
5. To ensure timely instruction is disseminated, the Duty Officer will instruct the dispatchers to Multi-Select their primary, car-to-car and tactical talk groups, depress the alert tone and broadcast the emergency evacuation BOLO.
6. Assist with covering equipment with visqueen (plastic sheets) and gather personal belongings.
7. All employees will evacuate the building via the closest emergency stairwell and should not use the elevators. (The closest stairway will be reviewed with the employees.)
8. After evacuating the building, all employees are to report to the Emergency Assembly Area (EAA) of their center. EAA's for the Regional Communications Center personnel are as follows:
  - a. **Public Safety Building (CDC-1):** The Northwest parking lot, northwest of the BSO Central Supply building near the entrance/exit gates within the walled compound unless otherwise directed.
  - b. **Fort Lauderdale (CDC-2):** The Northwest parking lot of the Fort Lauderdale Police Department Building in front of the Public Works building unless otherwise directed.
  - c. **Pompano Beach (CDC-4):** The Northwest parking lot of the Pompano Beach Police Building just north of the fence unless otherwise directed.
  - d. **Communications Personnel at the County EOC:** The Northwest parking lot of the Broward County EOC Building unless otherwise directed.
9. A Duty Officer will conduct a roll call at the EAA. If an employee is missing and believed to be still inside the building after evacuation, notify the highest ranking Fire Rescue Commander, on scene.

10. Once all employees are accounted for, transportation to the assigned location will be coordinated.
11. If road conditions are unacceptable, the Duty Officer will arrange transportation for employees to the assigned location via assistance from the field units.

B. Site Managers Responsibilities:

1. Notify the Regional Communications Manager or Major to inform them of the emergency that may necessitate evacuation of the Communications Center.
2. Respond to their assigned Communications Center or Backup Site and remain on site to coordinate and maintain communications operations until relieved by the Regional Major or Manager.
3. Ensure documentation of all events affecting the normal operations of the Communications Center.
4. Ensure all procedures were completed by the Duty Officers and employees.
5. Provide immediate notification to the Regional Communications Manager or Major of any events affecting operations or personnel.

C. Duty Officer's Responsibilities During Evacuations:

1. Notify the Site Manager to inform them of the emergency that may necessitate evacuation of the Communications Center.
2. Quickly review the General Evacuation Procedures (Section A) with employees.
3. Contact the Duty Officer at the Backup Dispatch Center to prepare them for:
  - a. Accepting the transfer of E911 calls to their Dispatch Center.
  - b. Sending an evacuation teletype message.
4. The Duty Officer at the backup center will need to:
  - a. Inform the E911 operators to prepare for acceptance of incoming calls being rerouted from the evacuated site.

- b. Open new dispatch position(s) to either:
  - (1). Handle all the main dispatch talk groups of the evacuated center or;
  - (2). Handle two dispatch talk groups 12A (fire/rescue) and 14A (law).

These dispatchers will receive calls from the E911 Operators using manual dispatch cards and delivered by runner(s).

- 5. The Evacuating Duty Officer will instruct dispatchers to “tone alert,” simul-select and announce the following message across all talkgroups:

***“The Communications Center is being evacuated and relocated to a backup location. All 911 calls have been transferred to (Public Safety Building, Fort Lauderdale or Pompano Beach).***

***Dispatch is now using portable radios and will still be receiving “emergency calls”***

***Only emergency radio traffic can be handled at this time.”***

- 6. The evacuating dispatch center’s Duty Officer will either:
  - a. Have the dispatcher on each dispatch talk group advise their field units that all dispatching will be fulfilled by a dispatcher at the designated Backup Dispatch Center or;
  - b. Assign:
    - (1). Maintain one (1) Dispatcher on each of the main dispatch talk groups to relay the emergency call received via 12A or 14A to the field units assigned.

(2). Pair one (1) Call Taker to one (1) or two (2) Dispatchers with a portable radio. This Call Taker will:

- i. Monitor 12A (fire/rescue) or 14A (law) and copy down on a notepad any received emergency call intended for the Dispatcher(s) assigned which is broadcasted across 12A or 14A and intended for jurisdictional Dispatcher they have been assigned to.
- ii. The Dispatcher will copy down on a notepad all the information of the call (case number, units dispatched, etc) and dispatch the appropriate available units.
- iii. All information will be reconciled into CAD upon the completion of the emergency.

*The sizes of the Dispatch Center being evacuated and the Back up Center will dictate which procedure will be appropriate.*

7. Gather the following items to assist with continuing operations at the Back-up Center.

- a. Notification Lists
- b. Communications Center's Employee Roster (Daily Schedule).
- c. Evacuation Kit.

8. Use the CAD to notify the following groups of the evacuation.

- a. All DLE Commands
- b. All Fire Rescue Commands
- c. EOC Personnel

9. Depending on the exigent circumstances of the emergency, the following duties need to also be completed by either the evacuating or Back-up Center Duty Officer:
  - a. Contact AT&T at 1-800-553-2811 and select Option 8 (Emergency Re-route). State the PSAP name and ID number and request the 9-1-1 lines to be rerouted.
    - (1). PSB Dispatch (CDC-1) PSAP ID#71BSO0911  
The PSB Dispatch Center's 911 lines will be rerouted to the EOC, if staffed. If the EOC is not staffed, the PSB Duty Officer will:
      - i. Request the 9-1-1 lines to be transferred to the Fort Lauderdale Dispatch Center.
      - ii. The Duty Officer will instruct the remaining unassigned PSB Dispatch Center staff to report to the Fort Lauderdale Dispatch Center to assist with operations until the EOC is able to accept the workload.
      - iii. A second call must be placed to AT&T to re-route the PSB Dispatch 9-1-1 lines from the Fort Lauderdale Dispatch Center to the EOC when PSB personnel arrive and can begin accepting calls.
    - (2). FT LAUD Dispatch (CDC-2)-PSAP ID# 71FTLD  
The Fort Lauderdale 911 lines will be rerouted to the Public Safety Building unless exigent circumstances require them to be transferred to the EOC.
    - (3). POMP Dispatch (CDC-4)-PSAP ID# 71POMP-911  
Pompano Beach 911 lines will be rerouted to the Public Safety Building unless exigent circumstances require them to be transferred to the EOC.

b. Send a FAM Teletype message to FDLE FCIC/NCIC with a request for a Statewide Bulletin to advise each agency of the evacuation when instructed. .

(1). (CDC-1 only ) ***The Broward Sheriff's Office is evacuating the building. Please route all communications and requests for confirmation to FL0060000 and expect delays. For further information, please contact the Duty Officer at Fort Lauderdale Police Department at (954) 828-5699. Authority of Communications (name and title).***

(2). (CDC-2 only) ***The Fort Lauderdale Communications Division is evacuating the building. Please route all communications and requests for confirmation to FL0060011 and expect delays. For further information, please contact the Duty Officer at the Broward Sheriff's Office, Public Safety Building at (954) 767-8740.***

(3). (CDC-4 only) ***The Broward Sheriff's Office Pompano Beach Communications Division is evacuating the building. Please route all communications and requests for confirmation to FL0060011 and expect delays. For further information, please contact the Duty Officer at the Broward Sheriff's Office, Public Safety Building at (954) 767-8740.***

c. Transfers of Non-emergency lines

(1). PSB and Pompano Dispatch Centers  
Contact ETD/Voice Systems Supervisor

Jo Ann Damiano Office (954)831-8315  
Cell (954)647-9771

(2). Fort Lauderdale Dispatch Center

AT&T CrisisLink – (800) 872-9781.

- d. Use MIR 3, to notify the following groups of the evacuation, if needed.
  - (1). DLE Personnel
  - (2). Fire Rescue Personnel
  - (3). Department of Detention
  - (4). Communications Personnel

C. Using the EOC as a Backup Dispatch Center

Entry to the 911 Center can be gained by accessing keys stored in a lock box by the west stairway. The Duty Officer must contact the callout for the Broward County EOC for the access code the lock box. The access code is changed every quarter.

D. Relief Shifts

Will be contacted, if needed, to respond to the assigned location and await orders. Based on road conditions, employees will transport themselves to the assigned location. If road conditions are not safe, transportation will be provided by the Broward Sheriff's Office, to be coordinated by the Duty Officers. All Communications Personnel contact numbers must be up-to-date.

E. If the Broward County Radio System is not operational,

Public Safety Communicators will have to utilize the emergency telephone numbers for the district, police and fire stations to relay the emergency call information. The manual dispatching system will be implemented to ensure proper documentation of these calls.

**9.5.1 All Clear – Resume Operations:** The Communications Major or Manager will determine how to restore shift assignments based on the time of day and personnel on duty. Employees will remain at the assigned back up location until they are directed by their immediate supervisor to return to their Dispatch Center. The following items will be used as a guide to restore operations:

- A. A site evaluation will be completed at the evacuated site to ensure all equipment is functional and all environmental conditions are acceptable.
- B. When staffing is sufficient to operate normally at the affected Dispatch Center, AT&T will be contacted and request the 9-1-1 calls to be returned.
- C. Duty Officers will ensure a Teletype message and a radio broadcast will be transmitted for notification of resumed functions.
- D. An After Action Report, which documents all activities, times, problems, suggestions, and employee performance issues will be completed by the Site Manager.
- E. All emergency issued equipment will be returned to supply areas and checked for damage and inventoried by the Site Manager. Any depleted supplies will be replenished. Any damaged supplies will be repaired or replaced.

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**Kim Rubio, Regional Communications Manager**

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**Major Kyle Berwick**

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CC: File