

**COLLIER COUNTY SHERIFF'S OFFICE
COMMUNICATIONS DIVISION**

COMMUNICATIONS CENTER EMERGENCY EVACUATION PLAN

PURPOSE: The purpose of this directive is to outline the emergency plans for the Collier County Sheriff's Office Communications Center in the event of a fire of a serious nature, confirmed bomb threat, natural disaster or any other event which would warrant the evacuation of the communications center. An evacuation order will only be issued when there is confirmed eminent danger of physical harm to on duty communications personnel and/or essential communications equipment.

INTENT: The following guidelines are established to assist in reducing stress, confusion and loss of life. Despite the additional precautions, this does not preclude that commands may still face major obstacles in communicating after an evacuation commences. Communications will continue to render service to the extent possible and overcome those obstacles.

12.01 TERMINOLOGY

- Backup Communications Center – The Collier County Sheriff's Office Communications Center has an assigned backup center in the event of an emergency, disaster or evacuation where dispatch and call taking functions can be transferred. The backup communications center is as follows:

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- Emergency Assembly Area (EAA) – Predetermined area for personnel to assemble as the result of an emergency. (APPENDIX III)
- Emergency Evacuation Kit – Contains all the supplies and reference material needed for a communications center to continue dispatch operations at another communications center or PSAP in the county. (APPENDIX I)
- Public Safety Answering Point (PSAP) – A physical location where 911 emergency telephone calls are received and then routed to the proper emergency services. PSAP's are either primary or secondary sites.

- Radio Dispatcher – A PSAP employee assigned to dispatch public safety personnel in the assigned geographic region for a specific discipline. The dispatcher ensures the proper call assignment to the appropriate public safety unit in the field. In addition, the dispatcher manages all radio transmissions that occur on a talk group to ensure proper documentation is made for each event.
- Phone Intake Dispatcher – A PSAP employee whose primary responsibility is to triage the telephone calls received through the emergency and non-emergency lines of the dispatch center and accurately document the appropriate information into the CAD system.
- CAD System – CAD is an acronym for Computer-Aided Dispatch software used to assist PSAP's with managing the enormous amount of information that is generated within the dispatch center. CAD provides a variety of features and functionalities to improve the overall performance of the dispatch center. CCSO currently uses Motorola Printrak.
- Confirmed Bomb Threat – A bomb threat that has been confirmed by the location of a suspicious package or object either by K9 or personnel.
- Fire Of A Serious Nature – Fires that are unable to be extinguished immediately with portable, hand-operated fire fighting equipment. Fires gain intensity every 3-4 minutes. A Fire that is unable to be extinguished quickly and easily must be considered serious.
- Natural Disaster – Any event or force of nature that has catastrophic consequences, such as an avalanche, earthquake, flood, forest fire, hurricane, tornado, lightning, tsunami and volcanic eruption.
- CCSO – Collier County Sheriff's Office
- NPD – Naples Police Department
- LCSO – Lee County Sheriff's Office
- FDLE – Florida Department of Law Enforcement
- TTY – Teletype
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12.02 INVOKING EVACUATION PLAN

The communications center function is absolutely critical and the duties performed by the assigned communications personnel and equipment therein can not be suspended or abandoned for any period of time. Specific alternate arrangements and procedures must be in place to ensure continuity of essential personnel when it is confirmed that eminent danger of physical harm exists.

The on-duty communications supervisor or other communications command staff (Captain, Commander, Telecommunications Manager or Telecommunications Technical Manager) may declare that the evacuation plan be invoked at any time there is confirmed eminent danger of physical harm to on duty communications personnel and/or essential communications equipment. The sheriff or his designee may also declare that the evacuation plan be invoked at any time.

The communications supervisor should make all reasonable attempts to confirm and assess the severity of an emergency in a timely manner by verifying the situation with law enforcement, fire and/or EMS supervisors on scene before the decision is made to evacuate the communications center.

The communications supervisor, or designee, shall notify NPD and LCSO that the CCSO communications center is evacuating and to expect to receive 911 roll-over calls until the routing alternative for 911 is complete. NPD should be prepared to relay emergency call information, via radio talk group PSWIDE1, to all monitoring CCSO units.

12.03 EXPEDITED EVACUATION PLAN

This directive is generalized towards a planned/deliberate evacuation order. If an immediate evacuation order is issued, the communications personnel will do the following:

Communications Supervisor: The supervisor will gather the emergency evacuation kit (located in the closet underneath the stairs), S1 Nextel cell phone, emergency keys (located on the 4th floor in front of the commander's office) and daily seating. The supervisor will instruct members to evacuate immediately and advise of the emergency assembly area (EAA) listed in APPENDIX III, depending on the location of the emergency. The supervisor will notify chain of command, NPD, FDLE and the LCSO of the evacuation during the exit of the building.

Radio Dispatchers: The dispatcher will declare an emergency in the communications center via the red “emergency declare” button on the Maestro. The dispatcher will advise all units to switch to PSWIDE1 and advise the district sergeants to monitor their districts until the back up communications center is operational. The dispatcher will grab a portable radio and exit the building immediately. During the exit, the radio dispatcher will make sure the portable is selected to PSWIDE1 and begin monitoring off the portable. The dispatcher will be instructed to meet at 1 of the emergency assembly areas (EAA) listed in APPENDIX III.

Control Dispatchers: The dispatcher will perform a fire and EMS all page and declare an emergency in the communications center via the red “emergency declare” button on the Maestro. The dispatcher will advise all units to switch to PSWIDE1 and advise the fire and EMS supervisors to monitor their zones and units until the back up communications center is operational. The dispatcher will grab a portable radio and exit the building immediately. During the exit, the dispatcher will make sure the portable is selected to PSWIDE1 and begin monitoring off the portable. The dispatcher will be instructed to meet at 1 of the emergency assembly areas (EAA) listed in APPENDIX III.

Phone Intake Dispatcher: The dispatcher will grab a Nextel cell phone and evacuate the building immediately. During the exit, the dispatcher will power on the cell phone and make sure it is operational. The dispatcher will be instructed to meet at 1 of the emergency assembly areas (EAA) listed in APPENDIX III.

12.04 DELIBERATE EVACUATION PLAN

If a more planned and deliberate evacuation is feasible, the communications personnel will be responsible for the following duties:

Communications Supervisor Responsibility

1. The supervisor will notify the proper chain of command, NPD and the LCSO immediately of the evacuation order. NPD and LCSO should expect to receive 911 roll-over calls until the routing alternative for 911 is complete.
2. The supervisor shall instruct the TTY operator to notify the FDLE and advise them that we are evacuating and that the FCIC/NCIC terminal is being shut down. FDLE will notify all receiving stations that our communications center is being evacuated.

3. The supervisor will instruct all radio dispatchers to announce that an emergency has been declared in the communications center and that emergency traffic only is permitted on the radios.
4. The supervisor will instruct all radio dispatchers to power on the portable radios and make sure that they are charged and operational.
5. The supervisor will be responsible for taking all items listed in APPENDIX I and II.
6. The supervisor will instruct the members to meet at a designated EAA, listed in APPENDIX III, for head count before going en-route to the back up communications center.

Phone Intake Dispatcher Responsibility

1. The dispatcher will be responsible for taking a Nextel cell phone with them. The dispatcher should power on the phone prior to evacuating and make sure it is operational.
2. The dispatcher will gather all items listed in APPENDIX II.
3. The dispatcher will await further instructions from the communications supervisor.

Radio Dispatcher Responsibility

1. At the direction of the communications supervisor, the dispatcher will declare an emergency in the communications center via the red "emergency declare" button on the Maestro. The dispatcher will advise all units to switch to PSWIDE1 and advise the district sergeants to monitor their districts until the back up communications center is operational.
2. The dispatcher will power on their portable radio, check to make sure the battery is charged and portable is operational and make sure the portable is selected to PSWIDE1. The dispatcher will begin monitoring off the portable when evacuation of the communications center commences.
3. The dispatcher will gather all items listed in APPENDIX II.
4. If CAD is operational, the radio dispatcher will print off a list of all units assigned to their respective district and all units currently assigned to calls.

5. The radio dispatcher will await further instructions from the communications supervisor.

Control Dispatcher Responsibility

1. At the direction of the communications supervisor, the dispatcher will perform a fire and EMS all page and declare an emergency in the communications center via the red “emergency declare” button on the Maestro.
2. The dispatcher will advise all units to switch to PSWIDE1 and advise the fire and EMS supervisors to monitor their zones and units until the back up communications center is operational.
3. The dispatcher will power on their portable radio, check to make sure the battery is charged and portable is operational and make sure the portable is selected to PSWIDE1. The dispatcher will begin monitoring off the portable when evacuation of the communications center commences.
4. The dispatcher will gather all items listed in APPENDIX II and also take the EMS board with them when evacuation commences.
5. If CAD is operational, the dispatcher will print off a list of all units currently on calls.
6. The dispatcher will await further instructions from the communications supervisor.

12.05 SUPERVISOR RESPONSIBILITIES AT THE EAA

1. The supervisor will conduct a head count to make sure all communications personnel have arrived at the EAA
2. The supervisor will instruct 1-2 dispatchers (depending on staffing at the time of the evacuation) to be en-route to the Naples Police Department to assist them with the 911 calls that will be transferring to them during the evacuation.
3. If transportation is provided, personnel will be en-route to the backup communications center. If transportation is not provided, personnel will drive their personal vehicle to the backup communications center. Personnel should car pool as many people as safely possible.

12.06 RESPONSIBILITIES AT THE BACKUP CENTER

1. The supervisor will activate the phone table (the middle of the table will rise exposing numerous phones) using the key provided with the emergency key set.
2. The supervisor will call EMBARQ, and have them transfer all 911 trunks from the primary PSAP center to the secondary PSAP center. (Instructions located in the equipment book and APPENDIX VI)
3. The supervisor will designate dispatchers to answer phones and task dispatchers with relaying information via portable radios.
4. All personnel will commence call taking and dispatch functions from the backup center.
5. The supervisor will keep in direct contact with the communications chain of command and work on getting additional personnel to help assist with functions.

Note: CAD will not be available at the backup center. CAD cards and ProQA cards will need to be used.