

## **E 1100 EMERGENCY CONTINGENCY PLAN**

Major incidents that occur within the City limits will have a major impact on the Communications Division operations. Major incidents may include aircraft disasters, hazardous materials spills, civil disturbances and natural disasters such as earthquakes, floods, firestorms, terrorist acts, or any other events that require a major police response. Because each of these situations will be unique, it would be difficult to anticipate each and every contingency that could arise from each possible situation. It is important, however, to have in place general guidelines that can be adapted and followed in any situation.

### **PROCEDURE**

#### **E 1101 GENERAL PRECAUTIONS--INDIVIDUAL**

After a major incident, all Communication's personnel shall adhere to the following when possible:

- Take immediate safety precautions
- Welfare check yourself and others
- Report any injuries to your supervisor
- Status-check your equipment. Prepare for manual mode (Refer to section M 1101-1120).
- Report any equipment problems to your supervisor

#### **E 1102 SUPERVISOR RESPONSIBILITIES**

The on-duty Supervising PSD shall assume the position of the Incident Commander (I/C). In the absence of the Supervisor, the highest-ranking Police Senior PSD shall be the Incident Commander. Upon the arrival of a higher-ranking supervisor, he/she may elect to assume responsibility of Incident Commander. The Incident Commander shall delegate the work of the remaining supervisory personnel including assignments to the EOC, if needed (Refer to section E 1106 "Phase One Incident Command" for specific I/C responsibilities).

#### **E 1103 CALLTAKER RESPONSIBILITIES**

Due to the influx of emergency calls, it may be necessary to also process calls for Fire Communications (Refer to sections F 1100-1120).

#### **Phone system failure**

In case of a telephone system failure, 9-1-1 calls can be routed to a back-up telephone system. Bridge personnel must switch off the system and the emergency black handsets must be all plugged in at CT01-CT10. Jacks for these telephones are located under the workstation consoles. Incoming calls are routed to CT01 first. To bypass a position it must be left off the cradle. To transfer a call, depress the hook switch once, dial the extension, and then depress hook switch again. The calltaker can only hang up if the transfer was internal (to Fire). The calltaker cannot hang up if the transfer was to an outside agency, such as CHP or the S/O.

## **E 1104 RADIO DISPATCHER RESPONSIBILITIES**

Broadcast announcement provided by supervisors advising of major emergency. Example: "(Location affected) is experiencing a major emergency (state nature of emergency). Standby for further instructions and/or roll call." The roll call of field units shall be of primary concern before accepting other emergency or routine traffic (Refer to section R 1412 "Emergency Unit IDs" for logging on emergency unit ID's). In the event of a failure of the radio system, portable handsets may be plugged into each radio console. The button in the handset will allow the dispatcher to transmit. DIABS may also be utilized.

## **E 1105 SERVICE POSITION RESPONSIBILITIES**

Broadcast emergency announcement provided by supervisor advising of major emergency on Channels 9 and 11. All district units monitoring the back-up channels shall be advised to switch back to their primary channel for roll call. For specialized units, contact the field unit supervisor. Have that field supervisor conduct roll call of these units. If unable to contact a specific field commander, broadcast a blind request for any field supervisor of a specialized unit on the back-up channel to conduct roll call. Check SLETS for any emergency messages and disseminate appropriately.

## **E 1106 PHASE ONE INCIDENT COMMAND**

The Incident Commander's responsibilities are the following:

1. Designate him or herself as the Incident Commander for Communications function only. When able, put on an Incident Commander vest.
2. Ensure a log is kept of all activities. If CAD is working, an event may be created to log details of the incident. If in doubt, hand-written notes will have to be kept. Staffing permitting may consider appointing someone as a scribe.
3. If not already aware, advise Communications Command Staff of the emergency. Contact only one of the following persons listed below and that individual will make all other command staff notifications for the Division. Call in order:
  - Police Communications Manager
  - Captain of Bureau of Technical Service
  - Deputy Chief of Bureau of Technical Services
4. Gather initial information from the Control Room dispatchers regarding injuries/equipment problems (Refer to the City of San Jose's Emergency Operation Procedure and the Emergency Operations Center (EOC) Activation Guide for additional information).
5. Provide all dispatchers with emergency announcement for broadcast. "(Location affected) is experiencing a major emergency (state nature of emergency). Standby for further instructions."
6. Ensure emergency broadcast is made and roll call for communications and field personnel is conducted.

7. Designate someone as the Staging Coordinator (Refer to section E 1111 “Staging Coordinator” for Staging Coordinator's responsibilities).

8. Obtain initial size-up report from Systems Control. Determine presence of hazardous conditions or system failures and coordinate with the Fire Senior for the need of the following:

- Evacuation (Refer to E 1200 “Evacuation”)
- Alternate PSAP (Refer to E 1300 “Alternate PSAP”)
- HVAC (air conditioning system) shut down
- EOC activation
- Technical Support call-outs

9. Depending on the degree of the emergency and available staffing, deploy the following teams:

- Size-up Team
- Medic Team
- Medic Transport Team
- Treatment Room Coordinator

Due to staffing constraints, the same personnel may have to play several different roles consecutively (e.g. check out the building safety then triage injured employees etc).

10. If it is possible that activation of EOC may occur, Notify OES Director.

Activation of the EOC can be made only by the following people:

- City Manager
- Chief of Police and Command Staff Personnel
- Fire Chief and Command Staff Personnel
- Director of Emergency Preparedness, Office of Emergency Services
- On-duty Police Watch Commander
- Director of Public Works

(Refer to EOC Activation Guide for specific criteria).

11. Ensure with BFO Captain or Central Division Lieutenant that officers have been detailed for building security at PAC and, if necessary, two officers are detailed for parking lot security.

12. If appropriate, ensure that the EOC is unlocked, and that the officer working security at the front door is aware that the EOC has been activated.

13. If the Command Van is going to be utilized and is available, a PSD II or Senior PSD shall act as liaison for the Field Incident Commander. Consult the callout list for those personnel who have been trained and are qualified to use the Command Van.

14. If the incident will be prolonged, it may be necessary to initiate 12-hour shifts. Notify and coordinate with the Staging Coordinator for all staffing concerns.

## **E 1107 SIZE-UP TEAM RESPONSIBILITIES**

The Size-up team is responsible for searching and assessing damage within PAC. It is imperative that all members WORK IN PAIRS and do not separate. Once initial sizeup is complete, the team may be re-deployed. Their function is as follows:

1. Obtain size-up kit and portable radio from Communications Supervisor. (Supervisor will assign operating frequency and contact person).
2. Obtain size-up keys (orange key ring) from Systems Control.
3. Put on protective gear – helmet, gloves and goggles.
4. Begin building survey at designated Treatment Room. Working counterclockwise, move on to Staging. Report any building damage or injured personnel via radio.
5. Obtain any additional tools for rescue (open jammed door, etc.) from disaster closet.
6. Mark rooms upon entry and exit. Cross off rooms on floor plan as each checks clear.
7. Check all floors, stairwells and roof.

### **E 1108 TREATMENT ROOM COORDINATOR**

The Treatment Room Coordinator is responsible for coordinating the medical treatment of injured personnel.

1. Coordinate with Police and Fire Supervisor on treatment room location.
2. Obtain handpack and monitor "size-up" frequency.
3. Obtain keys from Systems Control.
4. Ensure treatment room is adequately equipped with medical supplies from disaster closet.
5. Put on protective gear - gloves and goggles (located in disaster closet).
6. Establish treatment areas for critical and non-critical patients.
7. Maintain activity log and/or patient roster, as necessary.
8. Request back-up assistance, as needed, from staging area.
9. Continue operations until otherwise directed.

### **E 1109 PHASE TWO INCIDENT COMMAND**

When the initial stage of the incident has been completed and as additional staff arrives, begin implementation of Standardized Emergency Management System (SEMS).

Designate who is in charge of the following:

Overall Incident Commander (I/C)

The Police or Fire Commander in charge of the overall incident.

Communications Incident Commander (Police and Fire)

The Communications I/C is in charge of the overall incident for Communications. At the time of the incident, it is the highest-ranking person on duty. One of higher rank may assume the role of I/C or may reassign the duties to another ranking supervisor.

Operations Supervisor

The highest ranking person who is in charge of Control Room Operations. Phase II will generally stage in EOC, if it is activated, as long as there is an Operations Supervisor on duty.

- If the incident does not impact the entire city, one Senior or Supervising PSD may be assigned to oversee the incident and one to oversee normal operations.
- If the incident is citywide or greater, one Senior or Supervisor may be assigned to monitor radio operations and the other to monitor call taking or divisions impacted.
- Will make continuous assessment of staffing needs and assignments and coordinate staffing levels with Logistics.
- Will act as BFO Liaison

### **E 1110 LOGISTICS COORDINATOR**

The Logistics Coordinator is responsible for Staging, Supplies and Planning personnel who determine future staffing needs and supplies to address the immediate and near future needs of the operation. The Logistics Coordinator communicates closely with the Control Room Supervisor in determining staffing needs for the Control Room and EOC operations. Logistics coordinator may play a dual role as the Staging Coordinator and/or Supplies and Planning Coordinator.

### **E 1111 STAGING COORDINATOR**

The following includes some of the Staging personnel responsibilities:

1. Start a log of all of your activities. This will be especially important later for accounting purposes. As personnel arrive for work, log them on a separate list with the time they arrive, the time they leave, and their assignments. (Preprinted log is available).
2. Make several copies of the current dispatcher phone/ETA list.
3. Obtain a copy of the shift deployment indicating personnel currently at the Communications Center.
4. Advise the I/C of the staging location and telephone number.
5. Obtain a handpack and monitor the "size-up" frequency.
6. Obtain the "Staging" directional signs from the disaster closet and post where appropriate.
7. Respond to the Staging Room. Ensure that the telephone is operational. Begin the personnel log and/or activity report.
8. Coordinate deployment of available personnel with Operations and notify all

### **E 1200 EVACUATION**

A partial or complete evacuation may be necessary in the event of a massive structural failure, fumes or fire/smoke conditions. The evacuation locations for the PAC building are posted on the wall by both elevators.

## **PROCEDURE**

### **E 1201 I/C RESPONSIBILITIES**

It is the responsibility of the Incident Commander to ensure that the building is evacuated according to plan. Once the need to evacuate is determined, the I/C shall take the following steps:

1. Obtain copies of the staff roster, personnel phone book and the current shift deployment as these will be necessary for roll calls and callbacks.
2. Assemble and assign an EVAC team and team leader (Refer section E 1204).
3. Ensure the following building announcement is made over P.A. system:  
"Attention all PAC building occupants. The PAC building is being evacuated at this time, due to (reason). All work area leaders\* are requested to lead staff and visitors out of the building. Use the (route of exit) and proceed to the assembly point (i.e. car pool lot). Roll call to be conducted at the location." If the P.A. system is not functioning, the predetermined assembly point is the "C" lot (car pool lot) across from the PAC building on San Pedro.
4. The ranking Supervisor will act as the respective area leader for the control room staff.
5. Advise BFO OD's office and Radio Shop of evacuation. Include the reason and assembly point.
6. Provide channel dispatchers with PAC evacuation broadcast. Example:  
"Attention all units. Due to a \_\_\_\_\_ failure or \_\_\_\_\_ emergency, PAC is being evacuated. All District Sergeants/Battalion Chiefs will assume control of their districts until interim communications have been set up."
7. Notify PacBell for the routing of calls. Currently, Station 29 is the alternate PSAP. County Communications may take calls temporarily depending on their situation.
8. If an Evacuation Team Leader is not available, conduct roll call at assembly point and contact all work area leaders to confirm all personnel are accounted for.
9. Advise on building re-entry or implementation of the Alternate PSAP Plan.

### **E 1202 RADIO DISPATCHERS**

Retrieve Manual Mode status boards, Watch Lists, personal items and exit building following directions from EVAC leader. Carry out all Dispatcher-in-a-Boxes (DIABS).

### **E 1203 CALLTAKERS**

Assist channel dispatchers if needed. Collect personal items and exit building following directions from EVAC leader.

### **E 1204 EVACUATION TEAM**

- Obtain the "building unsafe" signs.
- Round up any persons encountered on the exit route and include them in the group being led out by EVAC leader or the Incident Commander.

- Post warning signs on all access doors, including north door and two south doors.
- Follow size-up team guidelines and procedures for deployment and searching.
- Anyone encountered will be directed to exit the building and the I/C notified of intended route.
- Update Supervisor with progress and conditions.
- Advise on "All Clear."

### **E 1205 EVACUATION TEAM LEADER**

Direct personnel to safest exit out of building and conduct roll call once personnel are at assembly point.