

COMMUNICATIONS BUREAU  
EVACUATION & EMERGENCY OPERATIONS PROCEDURES

*In the event an evacuation becomes necessary for the Communication Center the following procedures will be followed:*

- 1. The order to evacuate will be given by the ranking on-duty Communications Bureau supervisor. The supervisor will determine the extent of the evacuation depending on the nature, scope and severity of the situation. Evacuations will not automatically occur when the Fire Alarm sounds unless the on-duty supervisor deems it necessary. If the danger is not immediate but will eventually require evacuating the area, a controlled evacuation should be implemented. A controlled evacuation is done in stages, evacuating one area of operation at a time. The suggested order is: 1) 911; 2) Service Channel Dispatchers; 3) Main Channel Dispatchers and 4) Non-Emergency Call Takers. Any necessary notifications for a particular area of operation should be made before that area is evacuated. Non-emergency call takers should notify callers that only emergency calls for service will be taken due to the evacuation. This process allows for a more orderly shut down of operations, however if the danger to personnel becomes more immediate it may be abandoned at any point for an immediate evacuation.*
  
- 1. If possible, before evacuating the on-duty supervisor will contact the Franklin County Sheriff's Office at 462-4840, to inform them of the evacuation and that the city 911 lines are going to be switched to the Sheriff's Office. (This notification can be made afterwards if doing so before is not possible.) The supervisor will then switch the 911 phone lines by using the 911 key switch. . The key for the 911 switch is located on the bulletin board at the supervisor console; the switch itself is located in the main computer room.*
  
- 1. The on-duty supervisor will next contact the LEADS Control Center at 466-3055 or 466-3518 to inform them of the evacuation and ask them to re-route any message traffic to the Records Section at ORI OHCOP0000. After contacting LEADS Control, notify the Records Section of the transfer.*
  
- 1. The supervisor will have all dispatchers announce on all channels (including the back channels) that an evacuation of the Communications Center is in progress. If a controlled evacuation is being executed officers should be instructed to remain on standard patrol but limit their radio traffic to critical traffic only. Patrol units should also be informed that only emergency calls for service are being taken. If an immediate evacuation is occurring officers should be informed that radio will be off the air and all units are to return to the substations to await further instructions.*

1. *The on-duty supervisor will insure the following items are taken from the Communications Bureau: all of the walkies and all available walkie batteries from the charger located at the supervisor's console, the daily attendance sheet, the supervisor's assigned cellular phone, the building maintenance walkie, the Division Roster and Emergency Notification notebooks and the Communication Center Evacuation Kit. Additional walkies and batteries are stored in a locked closet at the end of the hall near the fire living facilities. This equipment is stored in plastic boxes and is to be taken as part of any evacuation. The primary persons responsible for removing those walkies will be the radio sergeants. In the sergeants' absence the responsibility will be the radio supervisors. The Communication Center Evacuation Kit is kept under the counter at the supervisor's console. Communication Technicians will take any walkies that are on the consoles or in their possession. Dispatchers will bring with them their current working mark-in sheet. The on-duty supervisor will tune one of the walkies to the Sheriff's talk-group to establish radio contact with Sheriff's Office radio room. The supervisor can also call 462-4124 to establish a direct phone link to their radio room. The supervisor's assigned cell phone number is 620-6468.*
1. *In the event of a full building evacuation, if possible personnel will retrieve their motor vehicle keys and leave the building via one of the stairwells designated by an exit sign. Personnel will assemble in the visitor's lot (southwest portion of the parking lot) for an immediate roll call. Personnel will not stop to retrieve personal items or return to their cars. The immediate assembly will help determine if personnel were left in the building.*
1. *Once personnel have re-grouped in the visitor's lot, the supervisor in charge will contact the Patrol Office at 645-4580. Advise the on-duty Patrol Admin.Sergeant to notify the zone lieutenants that the Communications Center has been evacuated and to begin preparation for opening the Emergency Operation Center.*
1. *If possible, the on duty supervisor will send four Communications Technicians to the Sheriff's Communication Center located at E. Engler St. & S. 4th St. to answer 911 calls or otherwise assist. (Total number of available personnel may limit or eliminate this response.) Communications Technicians sent to the Sheriff's Communications Center will take with them the "County Radio Kit" from the Evacuation Kit and two walkies. If at all possible, all personnel going to the Sheriff's Communication Center should ride in the same vehicle and tune one of the walkies to the Event 1 talk group to maintain communication with the supervisor in charge. If two vehicles must be used to make this commute, a walkie will be sent in each vehicle.*
1. *The supervisor in charge will re-establish operations by using the available walkies and the supplies provided in the Communication Center Evacuation Kit. The supervisor in charge of the evacuation will retain sufficient personnel to maintain operation at the Fairwood Av. site. All other personnel will report to*

*the Emergency Operations Center (E.O.C.) in Central Police Headquarters. Personnel should be transported to the E.O.C. in a police PTV if possible. If this form of transportation is not available, personnel will use their personal vehicles for transport. It is recommended that as few vehicles as possible be used to make this commute. Each vehicle would be assigned a walkie tuned to the Event 1 talk group in order to maintain communication with the supervisor in charge. At no time will individual Communications Technicians be permitted to travel alone and without communications.*

- 1. The on-duty supervisor will notify the Division of Communications of the evacuation. Based on the assessment of the situation agreed upon by the Communications Bureau Supervisor in charge of the evacuation and Division of Communications personnel, Ameritech employee, Jan Bolin at pager # 241-7956 or Tom O'Donnell at 241-1097 may be contacted to put the steps in place to forward the 645-4545 lines to the EOC.*
- 1. The on duty supervisor will contact the Public Information Sergeant/Assistant at 645-4593 or on their current cellular phone number as soon as reasonable to alert and notify the public of the phone numbers they need to use to request service. The on-duty supervisor will ensure that personal contact is made with the Public Information Sergeant/Assistant. A listing of current telephone numbers is kept at the supervisor's console.*

#### GUIDELINES FOR SPECIFIC EMERGENCIES

##### Fire

- 1. Notify the fire department immediately if a fire is detected anywhere in the building.*
- 1. Follow the evacuation guidelines. Keep in mind that smoke kills faster than fire; fresh air is near the floor. Be familiar with fire exits and extinguisher locations. Fire pull alarms are located next to each exit. The second floor is equipped with an automatic sprinkler and fire detection system.*

##### Tornado Warning

*In the event of a tornado or other disaster requiring shelter, personnel will use the emergency exits and proceed to the basement where they will assemble in an area near the elevator designated as a Shelter Area. The on-duty supervisor will conduct a roll call to verify that all personnel have been accounted for. Be aware that portable radios will not transmit or receive from the shelter area.*

##### Bomb Scare

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*If a bomb threat is received and the on-duty supervisor determines an evacuation is necessary, the General Evacuation Guidelines will be followed. Patrol personnel will conduct a search of the building and the Columbus Division of Fire Bomb Squad will be notified if a bomb or suspicious package is found.*

**Building Exits**

- 1. Southeast stairwell: Located in the hallway past the elevator, make a right-hand turn and follow the hallway to the end. This exit will allow you to exit through the first floor to the parking lot or provide access to the Shelter Area located in the basement.*
- 2. Southwest stairwell: Located by the Div. of Fire offices, room 207, at the end of the hallway, the last door on the right. This exit will allow you to exit through the first floor to the parking lot or provide access to the Shelter Area located in the basement.*
- 3. Northeast stairwell: Located next to the Commander's office, room 219, is the last door on the left in that hallway. This exit will allow you to exit through the first floor to the grassy area in front of the building. This exit does not provide direct access to the Shelter Area in the basement.*

*NOTE: Maps showing the locations of the exit routes and the Shelter Area are located at the end of this chapter.*

**SUPERVISORY GUIDE TO RE-ESTABLISHING OPERATIONS** (Revised 8/2004)

*If the Communications Bureau must be evacuated, the primary location for re-establishing operation is the Emergency Operations Center (E.O.C.) located in Central Police Headquarters. The Supervisor in Charge of the evacuation will, as soon as possible, begin sending personnel to the E.O.C. to prepare to take over operation. (See Page 9-2, Step #8.) However, until the E.O.C. is ready to take over operation, minimum emergency operation must be maintained.*

*As previously stated, if the danger to the Communications Center is not immediate, but will eventually require evacuating, a controlled evacuation should be implemented. (See Page 9-1, Step #1.) This process allows for a more orderly shutdown and transfer of operations. The Supervisor in Charge of the evacuation must evaluate the situation, taking into consideration the degree of the threat to personnel, when deciding if a controlled evacuation may be implemented. If it is possible to remain in the Communications Center while waiting for personnel in the E.O.C. to set up operation, a limited number of personnel may remain in the Communications Center while the rest of the personnel respond to the E.O.C. Personnel remaining at the Communications Center can maintain limited emergency operation. Once the E.O.C. is ready to take over, personnel in the Communications Center may cease operation and report to the E.O.C.*

*Unfortunately, circumstances may not always permit an orderly exodus from the Communications Center. In the event an immediate evacuation of the Communications Center is necessary, the Supervisor in Charge will have to establish temporary operations until the E.O.C. is ready. This will not be a simple task. Primitive equipment, number of available personnel, time of day and weather conditions will all have to be considered when setting up temporary operations.*

*The goal of Temporary Emergency Operation is to provide continuing dispatch of EMERGENCY priority calls for service and to maintain radio contact with patrol units during an emergency move to the E.O.C. The means for accomplishing this goal are extremely limited. The Supervisor in Charge of the evacuation will have to be creative and remain flexible when attempting to set up operation. The equipment available will be limited to the items in the Emergency Evacuation Kit and the walkies taken from the Communications Center. The number of personnel needed to accomplish this will vary according to the total number available, however the following positions will need to be staffed:*

*-Four main channel dispatchers. It is suggested the four communications technicians assigned to the channels prior to the evacuation should resume these duties.*

*-Call Takers. These communications technicians will use a walkie(s) to receive 911 calls from the Franklin Co. Sheriff's Office Radio Room and then write up run cards for the calls.*

*The Supervisor in charge will need to retain sufficient personnel to reasonably cover these positions. The remaining personnel can be used for duty at the E.O.C. and in the Franklin Co. Sheriff's Radio Room. If the number of personnel is limited, communications technicians will not be sent to the Sheriff's Radio Room. Once the E.O.C. has taken over operation, personnel handling the temporary operation may be sent to assist the Sheriff's Radio Room.*

*The most difficult obstacle to overcome will be finding or creating a work area to set up the temporary operation. Personnel cannot be expected to stand in the pouring rain or blowing snow and do their work. However, there is not a clear viable solution. Using personal vehicles for shelter might work but they would need to be grouped together and doing that may not be possible. A couple police PTV's could be brought to the scene to use as shelter, but this alternative is restricted by vehicle availability. The Supervisor in Charge will just have to use his/her best judgment and creative problem solving skills to find a workable environment.*

#### **EVACUATION KIT**

*The following items are contained in the Evacuation Kit that is kept at the supervisor's console:*

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1. *(1) First Aid Kit.*
2. *(8) Flashlights with batteries.*
3. *(1) copy of Communication Bureau Evacuation Plan & Emergency Mobilization List*
4. *(25) floor plan maps*
5. *(1) box of pens, (1) box of #2 pencils, (1) box of red pencils*
6. *(2) pads of message notes, (1) package of Legal Pads*
7. *(1) Box of run cards*
8. *(1) Stapler & box of Staples*
9. *(1) CAD Help Phone List*
10. *(10) Mark In Cards for Each Zone*
11. *(1) package of Emergency Street Maintenance Logs*
12. *(6) Standard Clipboards*
13. *(1) Emergency Notification Guide*
14. *(1) set Timesheets/Worksheets (all shifts)*
15. *“County Radio Kit” containing; Legal Pads, box of pens, ten-code cards and an emergency telephone directory.*

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*EVACUATION CHECK LIST*

- \_\_\_\_\_ *Franklin Co. Sheriff Radio Room.....462-2512 (Radio Supervisor)*
- \_\_\_\_\_ *Switch 911 Lines to Co. Radio.....(Key at Supervisor Console, Switch in Computer Room)*
- \_\_\_\_\_ *Advise Call Takers to write emergency runs only.*
- \_\_\_\_\_ *Patrol Admin Sgt. to Set Up EOC.....X4580*
- \_\_\_\_\_ *LEADS Control.....466-3055 or 466-3518*
- \_\_\_\_\_ *Records Section.....X4646*
- \_\_\_\_\_ *Gather Equipment to be taken*
- a) *Evacuation Kit*
- b) *Walkies & batteries*
- c) *Daily Attendance Sheet*
- d) *Supervisor Cell Phone*
- e) *Building Maintenance Walkie*
- f) *Division Roster*
  - g) *Emergency Notification Manual*
  - h) *Walkies and batteries stored in plastic boxes, in the vault.*
- \_\_\_\_\_ *Radio Announcement*
  - a) *Controlled Evacuation...Remain on patrol but limit radio traffic to emergency only. Will be dispatching emergency runs only.*
  - b) *Emergency Evacuation....Radio temporarily off the air officers should return to their substation and await further orders.*
- \_\_\_\_\_ *Cease Operation.....Exit Radio Room*
- \_\_\_\_\_ *Take Attendance*
- \_\_\_\_\_ *Send Techs to County Radio Room, 410 S. High St (High & Fulton) with the County Radio Kit & 2 walkies)*
  - 1) \_\_\_\_\_ 2) \_\_\_\_\_
  - 3) \_\_\_\_\_ 4) \_\_\_\_\_
- \_\_\_\_\_ *Send Techs & Supv. to EOC Supv.* \_\_\_\_\_
  - 1) \_\_\_\_\_ 2) \_\_\_\_\_
  - 3) \_\_\_\_\_ 4) \_\_\_\_\_
  - 5) \_\_\_\_\_ 6) \_\_\_\_\_
- \_\_\_\_\_ *Assign Techs to take run information from Co. Radio Room (PSAPI Talkgroup)*

\_\_\_\_\_ *Pair up Techs. to re-establish radio communications.....roll call to ascertain unit status*

\_\_\_\_\_ *Notify Div. of Communications (Telephone Repair).....645-7344 or Pager 637-4386*

*For transfer of 4545 lines to EOC. Have Div. of Communications notify Ameritech Personnel*

*a) Jan Bolin.....241-7956*

*b) Tom O'Donnell.....241-1097*

\_\_\_\_\_ *Notify the Communications Bureau Commander at 645-4788 or on his/her current cellular phone number/home telephone number. Personal contact will be made. A current list of telephone numbers is kept at the supervisor's console.*

\_\_\_\_\_ *Notify the Public Information Sergeant/Assistant at 645-4593 or on his/her current cellular phone number/home telephone number. Personal contact will be made.*

*Advise him who is in charge at scene and how to contact person in charge.*

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### *CRITICAL SYSTEM FAILURE*

*While all equipment in the Communications Center is important, the telephone, radio and CAD systems are considered the most critical for communications. Loss of any or all of these systems constitutes a serious emergency requiring immediate and specific actions.*

#### *TELEPHONE SYSTEMS*

##### *PROCEDURES FOR ROUTING 911 CALLS TO THE FC.S.O.*

1. *Notify the F.C.S.O. Radio Room at 462-4840 that our 911 calls are being re-routed.*
  
1. *Establish a method to receive 911 information from the F.C.S.O. Radio Room. This can be accomplished by utilizing the "Sheriff" Talk group at one of the tactical consoles or the information can be sent to us via land line.*
  
1. *Using the E-911 key from the supervisor's console, turn the switch to the right to complete the transfer. The LED over "Transfer" will light up.*
  
1. *If re-routing is a result of a system problem, notify Division of Communication on-call telephone technician at 645-7344 or Pager 637-4386.*
  
5. *Notify the Ameritech E-911 Control Center at 1-800-223-4911 of the transfer. Provide the following information:  
Reason for transfer, system related problems, equipment maintenance, building evacuation, etc.  
If the transfer was due to a system problem describe the nature of the problem.  
If the transfer is the result of maintenance, give the Control Center an estimated time the transfer will be in effect.*
  
1. *To return to normal operations, notify the F.C.S.O. Radio Room of the intent, then turn the switch key to the left to deactivate (LED light will go out). Notify the E-911 Control Center that we have resumed to normal operations.*

#### *NOTES*

1. *Our E-911 circuit number is 82/CSNZ/379002.OB.*
  
1. *The E-911 key is kept on a hook located at the top left of the bulletin board at the supervisor's console the switch itself is located in the telephone trunking room.*
  
1. *Be sure to record the transfer and reason in the Daily Log Book.*

1. *The E-911 switch is equipped with an alarm to indicate a system malfunction. If activated, depress black button to silence the alarm and notify Division of Communications.*
1. *If the E-911 switch fails or the key cannot be located, notify the Ameritech E-911 Control Center to make the E-911 transfer.*

#### **REROUTING NON-EMERGENCY CALLS**

*a. If the non-emergency automatic call distribution system fails, the non-emergency telephone system should automatically fall back to a basic trunked operation. However, if the system fails to switch automatically it can be done manually turning the non-emergency phone key switch to the "transfer" position. The key for this system is kept with the E-911 switch key on the top left of the bulletin board at the supervisor's console. The switch itself is located in the telephone trunking room.*

*b. Once transfer is completed, calls will then be received on the back up telephones. These phones are kept inside each non-emergency call taker console. NOTE: Due to the nature of basic trunked operation, call taker position #7 must be staffed at all times when operating under these conditions.*

*c. Notify the on-call Division of Communications telephone technician at 645-7344 or Pager 637-4386.*

*d. In the event the non-emergency telephone system fails completely by the 911 system remains Operational, the on-duty Communications Bureau Supervisor will:*

*a. Immediately staff all available 911 positions including the three 911 overflow positions logged on as 911 capable.*

*b. Notify the on-call Division of Communications telephone technician at 645-7344 or Pager 637-4386.*

*c. Notify the Patrol Administrative Sergeant to activate the EOC and send as many on-duty Communications Technicians to the EOC as possible. Keep in mind staffing of 911 and all standard dispatch channels must be maintained.*

*d. Notify the Communications Bureau Commander or one of the Communications Bureau Lieutenants if the Commander is unavailable.*

*e. Notify all on-duty Patrol Zone Lieutenants of the situation.*

*f. Notify the news media and the Public Information Officer of the telephone number(s) the public should use to reach the police for non-emergency situations.*

#### **LOSS OF AMERITECH SERVICE**

*If Ameritech telephone service is lost completely and cannot be restored immediately, the on-duty Communications Bureau Supervisor will notify each Zone Lieutenant of the*

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*situation. The Zone Lieutenant will then position patrol units at fire stations throughout their zone to stand by to respond to citizens' requests for service received in person at the fire station. The Zone Lieutenant will determine if the news media and/or the Public Information Officer should be notified so information on how to obtain police or fire assistance can be disseminated to the public.*

*A sergeant or senior officer will be in charge at each fire station to coordinate officer response to the citizens' requests for service. If radio communication is still available officers will notify their dispatcher of the location and nature of the request for assistance as they respond. Dispatchers will then write a CAD incident for the request and assign the responding unit(s). If radio communication is not available the sergeant or senior officer will keep a log of each unit's activity. When clear, officers will return to their assigned fire station. Again if radio communication is available officers will mark clear with their dispatcher otherwise officers will return to the fire station and report to the sergeant or senior officer in charge.*

#### **2-WAY RADIO SYSTEM**

- 1. If one radio console is inoperable, dispatching operations may be moved to one of the tactical consoles. Notify the on-call Division of Communications radio technician. The contact list for Division of Communications is kept at the supervisor's console.*
- 1. If the radio system goes into "Failsoft", only basic two-way communication will be maintained. All advanced functions such as, private call, telephone interface and emergency banners will not be available. Notify Division of Communications by paging the on-call technician.*

*During periods of "Failsoft" each radio will automatically return to a pre-set "Failsoft" talkgroup. Consequently when "Failsoft" occurs many units who do not commonly share a talkgroup will be on the same channel. Communications Technicians should keep their transmissions concise and professional. Also, only one dispatcher should have their headset plugged in at each console as double plugging causes lowered volume and disrupts communication.*

- 1. In a total system failure, all communication will be cut off. Notify Division of Communications by paging the on-call technician. Use the following procedures to maintain operation in the event of a complete radio system failure.*

- . Instruct Call Takers to write emergency calls for service only.*
- . Notify the Patrol Administrative Sergeant of radio system failure.*
- . Officers will return to their substations and wait for instructions.*
- . Precinct sergeants will pair up officers at the substation to take calls for service.*

- . *Precinct sergeants will notify Dispatcher via telephone of what units will be available for dispatch and if MDT or car-to-car communication is possible.*
- . *Dispatchers will dispatch calls for service by calling the substation on the telephone.*
- . *The precinct sergeant will decide which units to send on the call for service and notify the dispatcher of same.*
- . *Dispatcher will assign the units designated by the sergeant to the incident in the CAD system.*
- . *Precinct sergeant will keep their own running log of each officers activity.*
- . *Precinct sergeant will insure officers who were busy on calls for service at the time the system failure occurred are made aware of the situation.*
- . *When officers clear from a call for service they will return directly to the substation to await dispatch on another run.*

#### *CAD SYSTEM*

1. *If a single terminal has locked up and the operator is unable to restore it, notify the on-duty Information Processing Technician.*
1. *If the entire CAD system fails, notify the on-duty Information Processing Technician. If there is no Information Processing Technician on duty, contact the Systems Manager . A list of telephone and pager numbers for the Systems Manager and other support personnel is kept at the supervisor's console.*
1. *While waiting for CAD system to be restored, operation will be maintained using run cards. See Operational Procedure 96-29 for more information on operating using run cards.*

#### *MEDICAL EMERGENCIES*

*In the event of a medical emergency in the Communications Bureau, notify CFD and the on-duty Communications Bureau supervisor of the emergency. The on-duty supervisor will assign a Communications Technician to meet the responding fire personnel and direct them to the appropriate location.*