



San Leandro Police Department Communications Center/PSAP Disaster and Contingency Plan

1. Overview

This document is provided as a recommendation for the creation of the Disaster and Contingency Planning section of a Standard Operating Procedure (SOP) for the use by San Leandro Police Department's Communications Center/PSAP.

This document includes guidelines and procedures on:

- Staffing
- Redundant Security
- Evacuation Procedures
- Remote Dispatch Location Procedures
- Return to Normal Operations

2. Introduction

2.1 Purpose and Scope

The purpose of this plan is to provide general guidelines for circumstances that may adversely impact the Communications Center/PSAP personnel to receive, process, dispatch and monitor emergency calls for service.

This plan has been developed to standardize guidelines for use during disaster situations that may impact the Communication Center's/PSAP's ability to maintain normal operations.

2.2 Benefits

Standard Operating Procedure will:

- Prepare Communication Center/PSAP for disaster situations.
- Provide guidelines for the orderly evacuation of the Communications Center.
- Provide guidelines for the return to normal operations.
- Increase the probability of maintaining functionality during a disaster situation.

2.3 Technical Impacts

In the event of an evacuation of the Communications Center/PSAP, alternate means of call receipt, entry, dispatch and monitoring must be available. The technical impact will vary. Access to equipment, power, systems and services will determine impact.

Terminology

The terms "shall", "must" and "required" are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are identified by the words "desirable" or "preferably".

3. Disaster and Contingency Plans

3.1 Staffing

The supervisor, lead, or on duty dispatcher is responsible for assuring that minimum staffing levels are met for each duty assignment. Minimum staffing means the minimum number of staff required to handle calls for service. If minimum staffing levels are not being met, every effort to complete staffing with overtime personnel should be accomplished. If off duty personnel are not available and minimum staffing has not been met, on duty personnel shall be required to remain on duty until minimum staffing can be met or they reach maximum hours worked. Maximum hours worked is predefined maximum allowable hours a dispatcher is permitted to work between 8 hours of rest. Staff shall no work more than 16 hours, except in the case of emergency or disaster. If qualified dispatchers are not available, any other employee, qualified to work in the communications center may be utilized.

- 3.1.1 During times of a disaster or emergency, dispatchers should plan to prepare to stay for an extended period of time if required.
- 3.1.2 Safe transportation should be considered if travel conditions warrant.
- 3.1.3 Food and comfort facilities should be available for all staff during disaster operations.

3.2 Redundant Systems

Any issue which hinders the ability to receive, process, dispatch and monitor emergency calls must be quickly handled with minimal disruption. Redundant systems are needed to continue operation when a failure causes the loss of a needed resource. These systems include but are not limited to:

3.2.1 Telephone Service

The Communications Center shall have a procedure to reroute emergency phone calls in the event of a failure of the primary phone system.

- Transfer calls to the Alameda County Sheriff's Office. ACSO is the alternate PSAP and back up facility for San Leandro Police Department. Call [REDACTED] to notify the County to begin taking 911 calls.

3.2.2 Emergency Alert System

The Communications Center shall have access to the Emergency Alert System (EAS) to notify citizens in the event that 9-1-1 can not be dialed. The notification shall have procedures for reporting emergencies. Announcements shall be made using Nixle and Social Media.

3.2.3 Computer Aided Dispatch

The Communications Center shall revert to the Card System to maintain operations in the event the CAD system fails.

3.2.4 Electrical Power

The Communications Center will have at least one back-up generator with the capacity to operate all essential electrical components of the system. All console equipment and radio equipment shall have Uninterrupted Power Supply.

3.3 Evacuation of Dispatch Center

Relocation of personnel may be required for many specific reasons. The two main factors requiring evacuation of the PSAP are:

- Uninhabitable environment
- Infrastructure failure

3.3.1 Uninhabitable Environment

Situations which make the Communications Center unsafe for personnel to continue daily operations. These conditions may include but are not limited to:

- Bomb Threat/Found
- Smoke/Fire Condition
- Gas Leak
- Hazardous Material
- Structural Damage

3.3.2 Infrastructure Failure

Situations during which technical components of the system fail – within or leading to the Communications Center. These conditions may include but are not limited to:

- Phone Service Outage
- Radio Component Damage

3.4 Evacuation Procedures

The Watch Commander, or designee shall have the authority to activate all or any part of the Disaster Contingency Plan.

3.4.1 On Duty Supervisor

- Notify off duty staff to respond to alternate site

3.6 Return to Normal Operations

Prior to return to normal operations; the Communications Center should be thoroughly assessed to ensure that it is safe for personnel to return. If the event was an infrastructure incident than all technical contractors should assess their equipment for operational functionality. When the Communication Center has been assessed and all components found to be in normal working order, the authorization to return to normal operations will be given.

3.6.1 On Duty Supervisor

- Notify designated staff to return to Communications Center
- Ensure staffing of a back-up site until Communications Center is prepared to resume normal operations
- Notify AT&T [REDACTED] and when appropriate activate normal routing of 9-1-1 trunks. Advise Alameda County Sheriff's Office. [REDACTED] - [REDACTED]
- Notify Radio Repair/EBRCSA [REDACTED] or [REDACTED] (after hours)
- Notify other PSAP's of return to normal operations and resumption of direct lines (non 911 lines)
- Reverse alternate routing of Law Enforcement Terminals – [REDACTED]
- Ensure all emergency responders are notified
- Ensure all personnel are accounted for
 - Confirm routing of emergency calls and ability to communicate with emergency responders
 - Release off duty dispatchers

3.6.2 On Duty Dispatchers

- Maintain operations until directed to return to Communications Center
- Notify emergency responders of relocation
- Report to assigned duty station as directed by supervisor

3.6.3 Off Duty Dispatchers

- Maintain operations until directed to cease as directed by a supervisor

3.7 References

3.7.1 Check List

CHECK LIST

EVACUATION CHECKLIST

Supervisor Responsibilities or Designee:

- _____ Off Duty Staff notified
- _____ Priority Radio traffic only and MDT message sent
- _____ Notify AT&T – [REDACTED] PSAP# [REDACTED]
- _____ Notify Alameda County [REDACTED]

_____ Notify DPS to reroute printers [REDACTED]
 _____ Contact RACES - [REDACTED]
 _____ Notify Other PSAP's & send state wide teletype [REDACTED]

	Phone #	CLETS MNE	ORI
Oakland	[REDACTED]	[REDACTED]	[REDACTED]
Hayward	[REDACTED]	[REDACTED]	[REDACTED]
Alameda	[REDACTED]	[REDACTED]	[REDACTED]
Berekley	[REDACTED]	[REDACTED]	[REDACTED]
Union City	[REDACTED]	[REDACTED]	[REDACTED]
Fremont	[REDACTED]	[REDACTED]	[REDACTED]
Pleasanton	[REDACTED]	[REDACTED]	[REDACTED]
Livermore	[REDACTED]	[REDACTED]	[REDACTED]

_____ Local Emergency Management (if applicable)
 _____ Confirm Remote Site is Operational
 _____ Relocate unassigned personnel
 _____ Account for personnel

Watch Commander Responsibilities or Designee:

_____ Command Staff notified
 _____ Supervisor Check List Reviewed
 _____ Technician or IT Response
 _____ Administrative Staff Response
 _____ PIO Response
 _____ Remote site is staffed/operational
 _____ Radio tested
 _____ Contingency call routing directed
 _____ Staff accounted for and assigned

W.C or Logistics Manager:

_____ Technical or IT staff responding
 _____ Radio Tech's responding
 _____ Phone Tech's responding
 _____ Radio's operational
 _____ Phones operational
 _____ Contingency routing directed

REMOTE LOCATION OPERATIONS CHECKLIST

Supervisor Responsibilities or Designee:

_____ Staff accounted for
 _____ Confirm all equipment is operational
 _____ Staff is able to commence duties at remote location
 _____ Notifications to emergency responders completed
 _____ Command Staff notified of remote location

RETURN TO NORMAL OPERATIONS CHECKLIST

Supervisor Responsibilities or Designee:

- _____ Assign staff to return to Communications Center
- _____ Priority Radio canceled and MDT message sent
- _____ Notify AT&T of cancel – [REDACTED] PSAP# [REDACTED]
- _____ Notify Alameda County of cancel [REDACTED]
- _____ Notify DPS to reroute printers back to SLPD – [REDACTED]
- _____ Contact RACES of cancel – [REDACTED]
- _____ Notify Other PSAP's of cancel and send state wide teletype [REDACTED]
- _____

<u>Phone #</u>	<u>CLETS MNE</u>	<u>ORI</u>
Oakland	[REDACTED]	[REDACTED]
Hayward	[REDACTED]	[REDACTED]
Alameda	[REDACTED]	[REDACTED]
Berekley	[REDACTED]	[REDACTED]
Union City	[REDACTED]	[REDACTED]
Fremont	[REDACTED]	[REDACTED]
Pleasanton	[REDACTED]	[REDACTED]
Livermore	[REDACTED]	[REDACTED]
- _____ Cancel Local Emergency Management (if applicable)
- _____ Shut down Remote Site
- _____ Release all non-essential personnel

Watch Commander Responsibilities or Designee:

- _____ Command Staff notified of cancel
- _____ Supervisor Return to Normal Operations Check List Reviewed
- _____ Technician or IT notified of cancel
- _____ Administrative Staff notified of cancel
- _____ PIO notified of cancel
- _____ Remote site is shut down
- _____ Radio is operational at Communications Center
- _____ Confirm the cancel of call routing
- _____ Confirm all non-essential personnel are released from duty

W.C or Logistics Manager:

- _____ Technical or IT staff canceled
- _____ Radio Tech's canceled
- _____ Phone Tech's canceled
- _____ Radio's operational
- _____ Phones operational
- _____ Contingency routing canceled

3.7.2 Equipment Contact List

EQUIPMENT CONTACT LIST

1. AT&T Priority Repair [REDACTED] PSAP# [REDACTED]
2. Alameda County Radio Repair [REDACTED]
3. ITD – Dispatch Printers [REDACTED]
4. New World Support [REDACTED]
5. Building Maintenance [REDACTED]
6. Plantronics (headsets) [REDACTED]
7. Denelect Fire Alarm System [REDACTED]