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
On duty (non committed) personnel to evacuate to remote dispatch location or mobile command vehicle.
- Notify AT&T and when appropriate, activate contingency routing of 911 lines to Alameda County Sheriff’s Department.
- Notify Radio Repair/EBRCSA.
- Ensure alternate PSAP is staffed/notified of evacuation.
- Notify other PSAP’s of evacuation and termination of direct lines via any available resource; cellular phone, teletype, radio communication.
- Alternate route Law Enforcement Terminals.
- Ensure all emergency responders are notified of evacuation.
- Ensure the evacuation of all staff.
- Confirm routing of emergency calls and ability to communicate with emergency responders.
- Confirm public announcements have been made regarding termination of non-emergency phone lines using Nixle and/or Social Media.

3.4.2 On Duty Dispatchers
- Maintain operations until directed to evacuate or unless a dangerous situation exists.
- Notify emergency responders of relocation.
- Assist On Duty Supervisor as directed.
- Evacuate and report to assigned remote dispatch location (assigned duty station).

3.4.3 Off Duty Dispatchers
- Report to remote dispatch location (temporary duty station) as directed by a supervisor.

3.5 Remote Dispatch Location Procedures
Upon arrival at the remote location, the on duty supervisor is responsible to ensure appropriate staffing and to verify the remote location is prepared to manage temporary operations.

3.5.1 On Duty Supervisor
- Ensure all emergency responders are notified of remote dispatch location.
- Ensure all staff is accounted for and have arrived at remote location.
- Confirm remote location is operational and prepared to initiate temporary operations.

3.5.2 On Duty Dispatchers
- Commence operations at the remote location until directed by a Supervisor or designee to return to normal operations.
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 and when appropriate activate normal routing of 9-1-1 trunks. Advise Alameda County Sheriff’s Office.
- Notify Radio Repair/EBRCSA or (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
- 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 – PSAP #

Notify Alameda County
Notify DPS to reroute printers
Contact RACES -
Notify Other PSAP’s & send state wide teletype

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

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 – PSAP#_____
_____ Notify Alameda County of cancel –_____
_____ Notify DPS to reroute printers back to SLPD –_____
_____ Contact RACES of cancel –_____
_____ Notify Other PSAP’s of cancel and send state wide teletype

<table>
<thead>
<tr>
<th>Phone #</th>
<th>CLETS MNE</th>
<th>ORI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oakland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hayward</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alameda</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Berekley</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Union City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fremont</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pleasanton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Livermore</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

_____ 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**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>AT&amp;T Priority Repair</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>2.</td>
<td>Alameda County Radio Repair</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>3.</td>
<td>ITD – Dispatch Printers</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>4.</td>
<td>New World Support</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>5.</td>
<td>Building Maintenance</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>6.</td>
<td>Plantronics (headsets)</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>7.</td>
<td>Denelect Fire Alarm System</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>