

Procedural Directive

**California State University
Northridge
Department of Police Services**



To: All Dispatch and Sworn Personnel
From: Scott VanScoy, Captain – Special Services
Subject: DPS Communications Center Evacuation Procedures
Directive Number: 2017-01
Date: August 17, 2017
Amends/Supersedes: N/A

I. Objective:

To explain the procedure/process in the event an evacuation of the Department of Police Services/Communications Center is ordered by the Chief of Police or member of the Command Staff. This includes the necessary steps required of the on-duty Dispatch Operator in evacuating the Communications Center and initiating 911 PSAP and Police Dispatch Operations from the EOC trailer.

II. Procedures:

- A. In the event of an emergency situation that directly affects the Police Services facility (i.e., earthquake, fire, biological contamination, etc.), the safety of personnel within the facility is of the utmost importance.
1. Confirm everyone in the communications center is safe and uninjured. Should an injury or medical emergency exist, call for EMS response immediately and notify the Shift Supervisor. Depending upon the incident and what the facility's structural status is, dispatch personnel will have to vary what needs to be attended to next.
 2. In the event the Police Services facility sustains damage and/or is deemed unsafe to continue operations within, the shift supervisor, Chief of Police, and command staff members are to be notified immediately.
 3. The dispatch center's structural integrity is greater than that of the Police Services facility and thus is capable of sustaining a greater level of damage or threat. In the event the communications center is deemed safe to temporarily continue its operations, at a time the Police Services facility is not, dispatch personnel are to secure the communications center and plan for the pending communications evacuation procedures.

4. Should the dispatch center be rendered unsafe, immediate evacuation procedures are to commence.
 - a. Communications personnel are to advise the shift supervisor of the immediate need for evacuation and direct them to deploy the EOC trailer.
 - b. The dispatcher shall obtain the portable police radio and dispatch ready bag prior to exiting the communications center. Never reenter the building until advised it is safe to do so.

- B. In the event an “immediate evacuation” is not necessary (i.e., communication operations may continue temporarily), the shift supervisor will authorize a transfer of communications and 911 PSAP operations to the EOC trailer only after the trailer has been deployed and in a ready state of operation. The following procedures are to be followed during an emergency situation and upon receiving notification and approval for the pending evacuation of the communications center.
 - a. Securing the Communications Center (upon notification of an emergency situation affecting the police facility)
 - Close the metal fire door on pass-through-window. Do not open the fire door at any time during the emergency situation.
 - Lock all doors leading into the communications center via the CCURE system. No unauthorized personnel are to enter the center unless directed to do so by a member of the Command Staff or Shift Supervisor.
 - Only the door leading from the Communications Center to the Police Services parking lot is to be used should entry/exit in to and out of the center be required.

 - b. Preparation of Resources Required in the Transfer of Police Communication and 911 PSAP Operations
 - EOC Trailer (will be deployed by the shift supervisor). Once deployed the trailer will have connection to the telephone network (911, business lines, and internet), electricity, water, and sewer services.
 - Emergency Evacuation “Communications Ready Bag” (inventory list located within the bag is to be inspected to confirm all items are accounted for)
 - Portable Satellite Radio Pelican Cases (2)
 - Police Portable Radio and Charger
 - PPM Portable Radio
 - LAUSD Portable Radio
 - NOAA Weather Service Alert Radio

Resources Unavailable upon Evacuation of the Communications Center (i.e., services not available from within the EOC trailer)

- VESTA 911 Digital Phone Capabilities
- RIMS
- JDIC/CLETS
- Intrusion or Panic Alarm Annunciator Panel
- Simplex Fire Alarm

c. Leaving the Communication Center to the EOC Trailer

- Move needed communications items outside to the police services loading/unloading parking spaces.
- Confirm with the shift supervisor that all occupants of the lockup have been evacuated and initiate manual lockdown of the lockup, evidence, and police equipment room doors using the CCURE system.
- Confirm occupants from within the police services facility have been cleared from the building and initiate manual lockdown of the remaining facility doors using the CCURE system, except for the south dispatch entrance/exit door leading to the secure police services parking lot. This door lock is to be manually overridden to remain unlocked during the course of the emergency and shall be the only accessible means to enter and exit the police services facility.
- Transfer the business and 911 phone system to the EOC trailer by flipping the transfer switch located on the wall adjacent to the generator annunciator panel.
- Leave the communications center and move to EOC trailer.

d. Re-entry into the Communication Center

- At no time shall anyone re-enter the police services facility until given authorization to do so by the Chief of Police or member of the Command Staff.
- Only after the facility has been inspected and cleared by structural engineers and EH&S for occupancy may the re-entry process be granted.
- Prior to closing the EOC trailer and returning to the communications center, CSUN IT must inspect and confirm all systems are operational. Once confirmation is received that all systems are functional, the shift supervisor or on-duty watch commander will issue dispatch personnel a directive to gather their required resources (noted in section II B) and return to the communications center.
- Upon clearing the EOC trailer, the shift supervisor will initiate decommissioning of the trailer for storage in the sally port.

Communications Center Evacuation Check List



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Procedure/process in the event an evacuation of the Department of Police Services/Communications Center is ordered by the Chief of Police or member of the Command Staff. This includes the necessary steps required of the on-duty dispatch operator in evacuating the Communications Center and initiating 911 PSAP and Police Dispatch Operations from the EOC trailer.

Procedures:

• In the event of an emergency situation that directly affects the Police Services facility (i.e., earthquake, fire, biological contamination, etc.):

- [] Confirm everyone in the communications center is safe and uninjured.
- [] If the *communications center* is deemed **unsafe**, notify the Chief of Police and/or a member of the command staff members immediately and commence evacuation procedures.
 - [] Advise the shift supervisor of the immediate need for evacuation and direct them to deploy the EOC trailer.
 - [] The dispatcher shall obtain the portable police radio and dispatch ready bag * prior to exiting the communications center. Once you have exited, never reenter the building until advised it is safe to do so.
- [] If the *communications center* is deemed **safe**, continue normal dispatch operations.
- [] In that the communications center's structural integrity is greater than that of the Police Services facility, it is possible that the *Police Services facility* could be deemed **unsafe** and not the communications center. In the event this is the case and has been confirmed by a member of the command staff, secure the communications center and prepare for evacuation procedures of the Police Services facility to commence. The communications center is to continue normal operations during this period, or until such time as the communications center is deemed unsafe and it too must be evacuated.

* Dispatch Ready Bag – black wheeled suitcase located next to dispatch console 2 adjacent to the communications restroom door.

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Communications Center Evacuation Check List



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• In the event an “immediate evacuation” of the communications center is necessary, below are the steps to be taken by the dispatch operator in securing the communications center and transitioning dispatch operations to the EOC trailer.

- Close the metal fire door on the pass-through-window.
- Lock all doors leading into the communications center via the CCURE system.
- Should entry/exit into and out of the center be required, only the door leading from the Communications Center to the Police Services parking lot is to be used.
- Request that the EOC Trailer be deployed.
- Obtain the emergency evacuation “Communications Ready Bag” * (inventory list located within the bag is to be inspected to confirm all items are accounted for).
- Gather the following items from within the communications center:
 - Portable Satellite Radio Pelican Cases (2)
 - LAUSD Portable Radio
 - Police Portable Radio and Charger
 - NOAA Weather Service Alert Radio
 - PPM Portable Radio
- Move the communications equipment just gathered above outside to the Police Services loading/unloading area (i.e., yellow curbs).
- Confirm with the shift supervisor that all occupants of the lockup have been evacuated.
- Initiate manual lockdown of the lockup, evidence, and police equipment room doors using the CCURE system. **
- Confirm occupants within the Police Services facility have been cleared from the building.
- Initiate manual lockdown of the remaining facility doors using the CCURE system, except for the south dispatch entrance/exit door leading to the secure police services parking lot.
- Flip the transfer switch, located on the wall adjacent to the generator enunciator panel, to transfer the business and 911 phone system to the EOC trailer.
- Leave the communications center and move dispatch operations to the EOC trailer.

* Dispatch Ready Bag – black wheeled suitcase located next to dispatch console 2 adjacent to the communications restroom door.

** CCURE – see attached instructions