

EMERGENCY COMMUNICATIONS CENTER

OPERATIONS MANUAL

SECTION-ONE

ADMINISTRATIVE POLICY

NUMBER: 1-42

SUBJECT: Evacuation Plan

DATE: January 25, 2002
(Revised December 1st, 2004)
(Revised January 1st, 2006)
(Revised January 10th, 2007)

GENERAL: When it is deemed necessary to evacuate the primary 911 Communications Center located at 575 South 10th Street, all 911 Center personnel will relocate to one of the backup sites. An evacuation will be considered for any situation that puts the 911 Center out of service or in danger that it cannot safely and effectively operate at the primary location. The first option to consider is the Backup Communications Center located in the Highlands at xxxxx. If relocation to the Highlands is not possible due to the nature of the emergency, the facilities at the Lincoln Police Department (LPD) substation at xxxxx will be used.

With approval from the supervisor in charge, staff may transport themselves in personally owned vehicles with no less than two people per vehicle. If needed, a request may be made to the LPD Duty CO for transportation assistance. There are two evacuation conditions, Immediate and Staged.

Staged Evacuation consists of current staff being transported in two groups to allow uninterrupted emergency service. If safe to do so, a staged evacuation will take place. An example would be water damage or partial equipment failure. When personnel at the backup site have the Backup 911 Center staffed and on-line, the senior person will contact the primary Center and advise the primary 911 Center to contact Alltel to have the lines redirected. Once this has occurred, the remaining staff will then be transported out to the back-up site.

During a staged evacuation, the on duty supervisor (or senior person) will remain with Group "A" at the primary 911 Center, while the senior person becomes the supervisor of the 2nd group, Group "B". The determination of which supervisor remains with which group may be made by the ESDIII or senior person in charge on a case by case basis.

Anytime an alarm or emergency condition affects the building, the on duty supervisor or their designee must stay in close contact with the Incident Commander to ensure all available facts regarding the incident are known to aid in the decision regarding evacuation.

The second evacuation condition is **Immediate Evacuation** which calls for evacuation of all staff without delay due to imminent threat. An example would be the building filling with smoke. ALL personnel must evacuate at once.

If evacuation is due to a bomb threat, DO NOT transmit on mobile/ portable radio equipment during the evacuation or within 300 feet of the building.

PROCEDURE: Upon determination of the need to evacuate, the on-duty supervisor or senior person in charge will determine and execute the appropriate evacuation procedure making the required notifications, which includes notification of the LPD Duty Commander, LSO Duty Commander and LFR Battalion 1, following the Evacuation Checklist at position 110.

If emergency staffing is needed to carry out the evacuation, put out an emergency page using the on call paging system stating, "Emergency staffing needed".....and any pertinent details staff need to be aware of.

Once the determination has been made to evacuate and the emergency has been dispatched, the LE and Fire dispatchers will announce the evacuation on all primary channels, "Dispatch is beginning (specify staged or immediate) evacuation due to (state nature briefly). "Emergency Traffic Only." This alerts the units of the situation and that they must limit support call ins. Even during a staged evacuation staffing will be very minimal. The responsible team/district sergeant must begin to track the on duty units. Refer to SOP 4-5 for LFR Comm Failure procedures.

Once all Backup Center positions are staffed and operational, dispatchers shall notify all agency commands that the relocation is complete and broadcast over all primary channels that service is now operational from the Backup 911 Center. This will also occur during reversal of the plan back to the primary 575 South 10th location.

If a staged evacuation, staff may transport themselves out to the Backup Center via personal vehicle once the supervisor or senior person has released them from the center to evacuate.

In case of emergency/ immediate activation, all staff will leave the Center immediately and report to the transportation site designated as the 9th street bus shelter located on the west side of the building across 9th street. The on-duty supervisor or senior person in charge will then be responsible for a head count of all staff to ensure all staff have made it to the transportation site. If any staff are unaccounted for a report must be given to the fire department. Once approval is given by the supervisor, staff may transport themselves to the backup site in personally owned vehicles with no less than two people per vehicle.

ESCAPE HOODS – In the event of a biological, chemical or nuclear release in the building, escape hoods and masks are available in the Center to allow staff to exit the building safely. These masks are not to be used for fire/smoke, only for protection against chemical, biological, radiological or nuclear inhalation particles. Escape hoods are stored below the TV's in the northwest cabinet.

Prior to or DURING evacuation, the supervisor or senior person in charge will contact management staff, the on-call Radio Shop technician and Windstream, to request rerouting of the 911 and non-emergency lines to the alternate site, following these steps:

When contacting Windstream, the correct code must be given to the Windstream Network Operations Center (NOC) office in order for the lines to be re-routed to either the Highlands site or the 1501 N 27th Street site. If the relocation is to a location other than the Highlands Backup site or the N 27th Street LPD site, the specific alternate telephone numbers to re-route to must be provided to Windstream.

Notification of Evacuation shall be made to:

- I. Communications Center Manager xxx-8954 or xxx-1031. The manager will notify additional administrative personnel as needed.

- II. On Call Radio Maintenance Personnel (the on call tech has specific set up duties critical to bringing the backup site on line) 1st) Call Board 2nd) Radio Shop Supervisor, xxx-1032
- III. LPD, LSO, LFR Duty Commander
- IV. On duty supervisor or senior person calls Windstream Network Operations Center (NOC) xxx-xxx-xxxx. The voice mail will present several options, Choose xxxxxxxx. This will get you to the NOC Center to activate your plan.
 - 1. If unable to reach the NOC, xxxxxxxx (Windstream Local Network Operations Center).
 - 2. To activate the plan, Lincoln 911 Center personnel will state the following:
 - A. For xxxxxxxxxxxxxxxx: “I am (First and Last Name), from Lincoln, NE 9-1-1. I need to exercise my plan xxxxxxxxxxxx
 - B. For xxxxxxxx: “I am (First and Last Name), from Lincoln, NE 9-1-1. I need to exercise my plan, Bulletin xxxxxxxxxxxxxxxx
(This determines which plan Windstream must follow upon activation of the plan as well as request of reversal of the plan back to the primary xxxxxxxxx location).
 - 3. For added security, a Challenge with a Response will take place:
 - A. For xxxxxxxx: NOC will say “LINCOLN”
Lincoln 911 Caller will say “xxxxxxx”
 - B. For xxxxxxxx NOC will say “LINCOLN”
Lincoln 911 Caller will say xxxxxxx”

Windstream will immediately begin implementation of the Backup plan requested. Alltel will re-contact the 911 Center upon completion of the re-routing plan and successful test calls. For reversal of the plan state, “I wish to reverse my plan”...following the same process.
- V. Notify Emergency Management – (Use call board) H: xxx-6225 - Pager: xxx-9336
- VI. Citizens Information Center/media in order to alert the public to an alternative number to call if necessary. *If “staged” evacuation this step will probably not be necessary.*
 - a) Diane Gonzoles: W: xxx-7831, Home: xxx-1247, Cell: xxx-1520
 - b) Dave Norris: W: xxx-7547, Home: xxx-4061, Cell: xxx-4005
- VII. Notify Hospitals if phone loss creates possibility of walk-in patients. *(If no interruption of phone service this step will not be necessary).*
- VIII. Notify Rural Fire if needed to standby stations for walk-ins due to phone outage or if BackUp rural fire paging is needed to be performed by Southwest or Malcolm.

*If Rural Fire is paged out state specific need, i.e. 911 lines are O/S, standby your stations for possible walk-in patients. Once phone service is restored, rural fire units must be advised there is no longer a need. and they can clear from the standby assignment.

IX. Notify NSP and UNLPD of the evacuation. This may be done from the alternate site. Each agency must be provided with the BU Center fax xxx-3169.

If time is critical or if safety in question, the calls may be made while enroute to the backup site or from outside the current facility. The Evacuation Notification Checklist is located at Position 110 in the primary 911 Center and at each backup location.

The Center's backup portable radios and extra batteries should be taken to the designated backup location if time allows.

The Radio Shop Technicians have access to gain entry to Station #14 and a key to the Backup 911 Center interior door. There is a master key to the Backup 911 Center door on the Master key ring at the primary 911 Center. Management staff have keys for the interior entrance to the Back Up 911 Center at Station 14. The exterior door code for entrance to LFR Station 14 is xxxx.

If necessary, the next oncoming shift personnel will be called and notified of the relocation so the oncoming shift is aware of the need to report to the Backup Center. In the event the primary or backup site is unable to make employee call ins, current 911 Center employee call lists are maintained at both back up sites AND at Lincoln Fire (LFR) in order for Station 11 or Station 12 to initiate call backs for the 911 Center staff as needed.

Units that become suspicious of "no communications center activity" should immediately investigate the situation and report their findings to the appropriate command. Communications Center Personnel call backs may be made by LFR in the event the primary Center becomes entirely disabled.

If telephone service is interrupted, employee notification may be done in person by utilizing Lincoln Police and/or Lancaster County Sheriff's Department staff as needed.

NOTE: At xxxxx, The Radio Shop must transport and set up radios to be used from this location. Radio Shop personnel must also reconfigure the telephone cables at xxxx before Windstream is able to reroute any phone lines. Therefore, it is imperative that the Radio Shop Personnel be notified promptly. Some dispatch supplies, including maps, cards, telephones, pens, pads, etc. are stored inside a locked cabinet in the secure property room at 1501. The Communications Coordinator, Administrative Officer and all Lincoln Police Center team supervisors have a key to access the supplies needed in the event operations are moved to the xxxx facility.

Periodic planned evacuation procedure training will be coordinated around the change of shifts to minimize disruption of service. Backup site equipment at the main backup site at Station 14 is tested on a regular basis. The fire exits for the Highlands Backup Comm. Center are the main stairwell and the exit down the hallway just past the restrooms.

Since not all situations may be anticipated, these back up plans may be adapted as the emergency develops.

The established telephone lines at the Highlands Back Up 911 Center are xxx-3140 through xxx-3149.