

Subject:	Dispatch Center Earthquake Procedures	
Effective:	12/12/2017	Procedure
Update:	2/25/2018; 10/23/2019	
Reference:		

PURPOSE

To describe the actions and notifications employees of the dispatch center should take after an earthquake occurs within the county jurisdiction. Actions and notifications should occur if the earthquake is of a **magnitude** that could potentially cause injury, death and/or destruction and have an impact on the dispatch center’s operations.

*Any reference to the Dispatch Supervisor will refer to the most senior Dispatcher II on duty, in the absence of a Dispatch Supervisor.

****Refer to the Dispatch Center Earthquake Notification Telephone List for all contact numbers.***

PROCEDURE

1. During an earthquake, stay where you are until the shaking stops. Do not run outside. Drop down to the ground on your hands and knees and cover your head and neck with your arms to protect yourself from falling debris. If you are in danger from falling objects and you can move safely, crawl under a sturdy desk or table. Stay away from glass, windows, outside doors and walls and anything that could fall such as light fixtures or furniture.

2. When the shaking stops, check for any injuries to yourself and then to your co-workers.

3. If any serious injuries have occurred, request immediate medical response.
 - a. Notify the Communications Manager via department cell phone with a voice and text message, personal cell phone with a voice and text message and CAD page.
 - i. If unable to contact the Communications Manager, contact the Operations Support Division Commander via department cell phone with a voice and text message, home phone and CAD page.

4. Assign one employee to check the building quickly for any serious damage.
 - a. Check the radio antenna, the equipment rooms, etc. to make sure everything looks stable.

- i. If there is any damage, determine if it needs immediate attention. If the damage is dangerous (such as steel beams or glass in danger of falling on employees), respond the fire department for immediate assistance.
 - ii. If the damage is minor, it can be reported to Facilities Maintenance as time allows.
 - iii. Notify the Communications Manager, who will notify the Operations Support Division Commander.

- 5. All on-duty Dispatch personnel may contact their immediate family to ensure their safety.

- 6. If there has been a power outage, confirm that the system has converted over to the Uninterruptible Power Supply system. The emergency lights will light up for about a minute and then go off again when the generator takes over power supply. The generator is on the east side of the IRC and can be heard from the dispatch center if it has started up. (Refer to Dispatch Center UPS System, Generator, Power Failure Procedures.)

- 7. As soon as possible, broadcast on all primary channels that an earthquake has occurred (identify the specific area, i.e., Goleta, Santa Maria, etc.)
 - a. Sheriff's Dispatcher Duties
 - i. Make an announcement on Sheriff's Frequency 1 and 2 that there has just been an earthquake. Advise all units to report on any damage or need for emergency response.
 - b. Fire Dispatcher Duties
 - i. Notify all stations by toning out the Battalion One and Battalion Two group pagers and make an announcement that there has just been an earthquake and perform a roll call.
 - 1. "Control to all stations, there has just been a significant earthquake in (Santa Barbara, Goleta, Santa Maria, etc.). Stand by for roll call"
 - 2. "St. 11" (wait for response)
 - 3. "St. 12" (wait for response)
 - 4. Continue with all stations and both Battalion Chiefs. If any station fails to answer, call them on their land line. If there is no answer, immediately advise the affected Battalion Chief and send a Sheriff's patrol or CHP to check the welfare.
 - ii. Notify the Duty Captain and the Duty Chief.
 - c. EMS Dispatcher Duties
 - i. Notify all AMR units and both Supervisors by toning out each one, and make an announcement that there has just been an

- earthquake and perform a roll call. (see Fire Dispatcher Duties for roll call procedure).
 - ii. Notify the on call EMSA officer.
 - d. The Dispatch Supervisor, or a call taker, should:
 - i. Send out a CAD page to off-duty dispatchers requesting assistance (if needed).
 - ii. If there is no Dispatch Supervisor on duty, or an additional call taker, the Dispatcher II with the most seniority should ensure this is done, if it's needed.
 - iii. Assist all other dispatchers with notifications, answering phones, etc.
 - e. If there is a need to evacuate the dispatch center, refer to the Dispatch Center Evacuation Procedure.
8. Upon return to normal dispatch operations, notify all who were previously notified that the dispatch center is back in operation.