

Subject:	Dispatch Center Evacuation Procedures	
Effective:	2/25/2018, 8/20/2019	Procedure
Update:	10/22/2019	
Reference:		

PURPOSE

The purpose of this procedure is to describe the actions to take in the event that evacuation of the Dispatch Center is required, and what notifications should be made.

The center will be evacuated at the discretion of the Operations Support Division Commander, Communications Manager, Dispatch Supervisor (on duty), the Santa Barbara County Fire Duty Captain, or the Senior Dispatcher on duty, in the absence of any of the previously mentioned personnel, when any situation occurs that may threaten the safety of personnel in the Dispatch Center.

Rationale for Evacuation:

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

- Uninhabitable environment
- Infrastructure failure

Uninhabitable environment:

Situations that make the Dispatch Center unsafe for personnel to continue daily operations may include, but are not limited to:

- Fire/Smoke Condition
- Hazardous Materials
- Structural damage
- Gas leak
- Bomb threat/Found device

Infrastructure Failure:

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

- Complete power outage
- Phone service outage
- Radio outage

Levels of Evacuation:

There are two levels of evacuation that will be determined by the nature of the incident.

Level 1:

The Dispatch Center needs to be evacuated but personnel are able to remain in the general vicinity (i.e., in a Command Post Van in the Dispatch Center parking lot). The evacuation may be of short duration (less than 2 hours).

Level 2:

The Dispatch Center needs to be evacuated and all operations need to move further away than the Dispatch Center parking lot. Some examples may be a vegetation wildfire that is threatening the building, a hazardous materials spill on the highway or railroad nearby, releasing a plume of potentially poisonous gas or substance that could affect the air intake of the building, or a bomb or terrorist threat.

PROCEDURE

Once it has been determined that there is a need to evacuate, and what level of evacuation is needed, the following steps should be taken for each level.

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

Level 1

1. Immediately page Santa Barbara County Search and Rescue (SAR) and request the use of their Communications Van.
 - a. If the SAR Communications Van is unavailable, the Department Community Resource Vehicles (CRV) may be utilized. There is a set of keys on a lanyard placed inside the rolling evacuation bin, located just outside the Communications Manager's office.
 - i. The placement of either the SAR Communications Van or the CRV's will be determined by the incident causing the evacuation. If the building has lost power, they can be parked nearby (in the parking lot of the Dispatch Center or the Sheriff's Main Station).
 - ii. If the situation is of a localized hazardous nature, consider parking them behind the Sheriff's Main Station, or anywhere else on the Sheriff's Department Campus that will be deemed safe.
2. Contact Santa Barbara Police Department Dispatch.
 - a. Request they enable the alternate answer switch to take over our 9-1-1 lines. Advise them that we will send a dispatcher (or 2) to assist with answering 9-1-1 lines if it becomes necessary.

See Appendix #1 **CONFIDENTIAL INFORMATION REDACTED:**

- b. Personnel responding to SBPD Dispatch will act as call takers to answer the County incoming 9-1-1 calls at SBPD. They will relay the call information back to the dispatchers at County Dispatch in the Command Post for dispatch of resources.
 - c. Provide SBPD with one of the Dispatch assigned cell phone numbers for immediate contact until the SBSO dispatchers are in place at the SBPD Dispatch Center.
 - d. Dispatchers responding to SBPD should take the following supplies:
 - i. One Dispatch-issued cell phone per dispatcher. They are located next to the file cabinet right outside the Communications Manager's office.
 - ii. Call taker "Go Box" which is located on top of the evacuation bin right outside the Communications Manager's office.
 - iii. Dispatch laptop to remote into CAD (located on the bookcase between WS10-Fire and WS09-Freq. 2).
 - 1. See Appendix #2 **CONFIDENTIAL INFORMATION REDACTED:**
 - e. Workflow at SBPD:
 - i. SBSO Dispatchers will coordinate with SBPD Dispatchers to answer incoming 9-1-1 calls that are within County jurisdiction.
Set up laptop with remote connection to CAD to enter calls for service. **CONFIDENTIAL INFORMATION REDACTED:**
 - iii. Dispatchers at SBSO Dispatch Center/Command Post will dispatch appropriate resources.
3. The rest of the dispatchers remaining at the Dispatch Center will retrieve the Dispatch assigned cell phones and chargers. The cell phones are located next to the file cabinet right outside the Communications Manager's office.
- a. They will also obtain the portable radios and power chargers for SBSO, AMR and SBC to use until the Command Post Van arrives and can be set up and used. Portable radios will be maintained for each discipline in the Dispatch Center (Sheriff, Fire and EMS). One portable radio containing the Sheriff's frequencies will be maintained at the Dispatch Supervisor's console (WS02). A second Sheriff portable radio is maintained in the Commanders office. The EMS portable radio is maintained at the EMS console (WS08). There are four County Fire portable radios in a black suitcase, which is maintained on top of the filing cabinet right outside the Communications Manager's office. The batteries are regularly charged. The rest of the portables remain in their chargers at the workstations.
 - b. Retrieve the Evacuation bin (gray plastic tote) for use in the Command Post Van. It is right outside the Communications Manager's office.

- c. Ensure that everyone in the building is notified to evacuate (check the conference room, equipment room, Systems & Technology office by the front door, bathrooms, sleep rooms, etc.)
- d. Proceed with Notifications (see #2 below).

Level 2

1. Follow steps 1-10 under Level 1.

- a. The placement of the Command Post(s) should be determined as soon as possible so they can be placed directly at the location selected.
- b. The location should be in an area that can be utilized securely without any outside threat (from the incident, the public, news media, etc.)

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2. Notifications

- a. As soon as the decision has been made to evacuate, and all preparations have been completed (Command Post Vans are in place, dispatchers are enroute to SBPD) the following should occur:
- b. The dispatchers working Sheriff's Freq. 1, Fire and EMS Med 10, utilizing the pre-alert, will advise on each radio channel that the Dispatch Center is being evacuated and provide a description of where dispatch operations will be located and provided during the evacuation period.
 - i. Ensure that the SBSO Patrol Sgts, AMR Field Supervisors and the South and North Battalion Chief's acknowledge. If not, see below for notification phone numbers.
- c. 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.
- d. Notify the following entities of the evacuation and provide the Dispatch issued cell phone numbers for contact:
 - i. Ventura CHP Dispatch
 - ii. South Coast Dispatch (Montecito FD, Carpinteria-Summerland FD)
 - iii. UCSB PD Dispatch
 - iv. Lompoc City Dispatch
 - v. Santa Maria City
 - vi. VAFB Dispatch
 - vii. SLO CHP Dispatch
 - viii. Ventura SO Dispatch
 - ix. San Luis Obispo SO
 - x. Ventura County Fire Dispatch
 - xi. USFS Dispatch

- e. County Fire Duty Captain (if they are away from the Dispatch Center, they will have the line forwarded to their cell phone).
- f. AMR Field Supervisors (if no acknowledgement on radio)
 - i. North
 - ii. South
- g. On duty EMSA officer
- h. Notify off duty dispatchers who may be enroute to work of the alternate location to report to.
- i. Notify County Communications (Radio Shop) and request they forward the Alternate Emergency line to one of the dispatch cell phones.
 - i. During business hours
 - ii. After hours – ECHO Communications answering service. They will ask you for your contact information, the urgency of the emergency or repair and what the problem is. They will notify the on-call technician who will return your call and respond to the emergency.

IF NO RESPONSE WITHIN 20 MINUTES, CALL:
Carl Thornton – Communications Manager

3. Return to normal operations

- a. Prior to returning to normal operations the Dispatch Center should be thoroughly assessed to ensure it is safe for personnel to return if the reason for evacuation was due to infrastructure damage. When the Dispatch Center has been assessed and all components found to be in normal working order, the authorization to return to normal operations will be given.
- b. Ensure staffing of the alternate/back up site or Command Post Vans remains in place until the Dispatch Center is prepared to resume normal operations.
- c. Ensure that 9-1-1 lines are switched back to County Dispatch.
- d. Contact Radio Shop to have them cancel the forwarded Alternate Emergency line.
- e. Upon return to normal dispatch operations, notification should be made to all those who were notified of the failure that the problem has been resolved.

4. Training & Exercise

- a. All personnel assigned to the Dispatch Center are required to review this procedure on a quarterly basis.
- b. Once a year, the Dispatch Center will exercise this procedure by performing a drill to ensure that its personnel are familiar with it and that it works as documented.
- c. Any need for correction or improvement to this procedure will be communicated immediately to the Communications Manager and/or the Operations Support Division Commander.

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