

ROCKDALE COUNTY 9-1-1 COMMUNICATIONS
GENERAL ORDERS

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SUBJECT: EMERGENCY EVACUATION PLAN

PURPOSE:

To establish an evacuation plan in the event of an emergency in the Rockdale County Communications Center.

SCOPE:

This policy applies to all employees of Rockdale County Communications.

POLICY:

- A. The Emergency Evacuation Plan is designed to:
 - 1. Protect the life and/or safety of Communications Center personnel when a threat exists.
 - 2. Provide continuation of Public Safety Communications by relocating operations to a safe alternate location.
 - 3. Effectively secure Communications Center equipment and records.
- B. The Emergency Evacuation Plan will be activated when:
 - 1. The on-duty supervisor receives a report of visible smoke or visible flames in the building.
 - 2. The on-duty supervisor observes smoke or flames in the building.
 - 3. Under other circumstances that would pose a safety hazard if personnel remain in the building, i.e.: natural gas leak, severe structural damage, total loss of power involving emergency generator failure.
- C. The Emergency Evacuation Plan may be activated by:
 - 1. Director of Communications
 - 2. 9-1-1 Coordinator
 - 3. Communications Supervisor on Duty
- D. Placing the Evacuation Plan into effect:

The steps necessary to transfer phone service and alert necessary field personnel should be accomplished simultaneously if the situation permits. If personnel cannot safely remain in the building long enough to accomplish the

following, notifications must be initiated as soon as personnel are safely outside the building. In order to make the notifications it will be necessary for personnel to retrieve the portable radios from the consoles and the back-up cellular phones as they exit the building.

1. The on-duty supervisor will make an announcement to all personnel in the building: "EMERGENCY, EMERGENCY, EVERYONE LEAVE THE BUILDING. EVACUATION PLAN IS IN EFFECT."

2. Activate Response of Public Safety Field Units

- a. One operator designated by the on-duty supervisor will multi-select on the following talk groups and announce "ROCKDALE COUNTY COMMUNICATIONS CENTER IS ACTIVATING THE EMERGENCY EVACUATION PLAN DUE TO (TYPE OF EMERGENCY).

- I. SO Dispatch

- II. Traffic

- III. Jail

- IV. Fire/EMS Dispatch

- V. EMS TAC 2

- VI. Communications

- b. **DO NOT WAIT FOR A RESPONSE.**

- c. Each operator will retrieve the portable radio assigned to the console they are working, turn the radio on and select the main dispatch talk group for that console.

3. Telephones

- a. Transfer all calls in progress to the Conyers 9-1-1 Center, either by one button transfer (9-1-1 lines) or by manual transfer procedures (10 digit/administrative lines). Announce to the Conyers operator that the Center is being evacuated.

- b. Transfer of 9-1-1 Trunks

- I. Notify the BellSouth 9-1-1 Regional Repair Center (BRC 800-553-2811) to route all trunks to Conyers 9-1-1.

- II. **If it is safe to enter the telephone equipment room**, the supervisor should designate one operator to activate the Trunk Busy switches located inside the door on the wall directly to the left as you enter the room, near the light switch.

4. Retrieve Evacuation and Disaster Recovery Kit – Before exiting the comm center, the supervisor must insure that the Evacuation and Disaster recovery Kit is carried outside the building as operators are exiting. The Kit contains essential documents needed for continuing operations in an alternate

location, as well as the cell phones, spare batteries and chargers for the radios and other items used in the manual processing of calls for service.

5. Direct all personnel to exit building and gather in the parking lot. In the event of a long-term evacuation, personnel should be prepared to relocate to Fire Station 8 on Scott Street. Transportation of personnel can be arranged and implemented upon arrival of field units if the duration of the emergency will be lengthy.
6. Notify the Director and 9-1-1 Coordinator if they are not already present or aware of the situation. Based on the type and duration of the emergency, Command staff will make determinations on relocation and rerouting of operations.

Quick Reference for Emergency Evacuation

Steps to be taken prior to leaving building if safe to do so; if unsafe, complete these items after exiting building:

Activate Field Response:	<input type="checkbox"/>
Announcement on SO Dispatch Traffic Jail Fire/EMS Dispatch Communications	<input type="checkbox"/>
Transfer calls in progress – notify Conyers PSAP of evacuation	<input type="checkbox"/>
	<input type="checkbox"/>
Notify BRC (800) 553-2811 to reroute all 9-1-1 trunks to Conyers PSAP	<input type="checkbox"/>
	<input type="checkbox"/>
Activate Trunk Busy switches in telephone equipment room* *if it is unsafe to do so, BRC can remotely busy the trunks	<input type="checkbox"/>
	<input type="checkbox"/>
Retrieve portable radios from consoles	<input type="checkbox"/>
	<input type="checkbox"/>
Retrieve Evacuation and Disaster Recovery Kit	<input type="checkbox"/>
	<input type="checkbox"/>
Direct all personnel to exit building	<input type="checkbox"/>
	<input type="checkbox"/>

After exiting building: Make notifications of Command personnel for further instructions regarding relocating personnel and operations.

Evacuation and Disaster Recovery Kit Inventory

6	CELLULAR BAG PHONES with SLA batteries, A/C and cigarette adapters for charging
3	PORTABLE RADIO CHARGERS (2 MTX800, 1 MTS2000)
1	6 POSITION POWER STRIP
1	AERO ATLAS
1	SO ZONE MAP
1	FIRE & EMS ZONE MAP
1 SET	PHONE BOOKS including Greater Atlanta Business/Residential, Conyers local white and yellow pages
1	CAD ROLO FILE PRINT OUT
1	COPY BELLSOUTH DISASTER RECOVERY PLAN
1	COPY S.O.P. 4.40 & 4.41 EMERGENCY EVACUATION PLAN
1	COPY PERSONNEL LISTING WITH HOME TELEPHONE NUMBERS
1	COPY CURRENT MONTH'S SCHEDULE
1	COPY CONTACT NUMBER LIST FOR EQUIPMENT REPAIR AND MAINTENANCE
1 PACK	PADS WHITE LINED PAPER
	DISPATCH CARDS AND BLANK CARD STOCK FOR UNIT STATUS
1 BOX	BLACK INK PENS
1 BOX	PUSH PINS
1 BOX	PAPER CLIPS
1 SET	EMD PROTOCOL CARDS
1	COPY CURRENT MSAG
1	FLASH LIGHT WITH BATTERIES
1	DOT EMERGENCY RESPONSE GUIDE BOOK