
DISASTER CONTROL CENTER ACTIVATION/CRITICAL INCIDENT RESPONSE

A. POLICY STATEMENT

Law enforcement is responsible for the maintenance of law and order, and the preservation of life and property during natural disasters, technological incidents, nuclear emergencies, civil disturbances and other unusual circumstances (i.e. martial law). The purpose of this Order is to ensure there is a uniform method of activating the Emergency Operating Center (EOC), implementing standby/call-out procedures, and seeking mutual aid depending on the magnitude of the occurrence.

B. DISASTER CONTROL CENTER ACTIVATION

1. The Chief of Police, Field Operations Division Commander, Watch Commander, or persons acting in their behalf, has authority to activate the EOC. When the EOC is activated, authorized personnel may choose to activate the emergency response team or he/she may choose to have Police Communications Center personnel call, from a list provided, other city departments' primary responders.
 - .1 EOC communications equipment is secured in a locked closet in the EOC/Training Room on the third floor of the Police Headquarters. The Chief of Police, Field Operations Division Commander, Watch Commander, Training Sergeant, RACES Coordinator, and Emergency Services personnel hold keys to the closet. An emergency key is kept in the lock box in the Community Service Desk supervisor's office as well as in the Taser Storage Lockers.
 - .2 Tables and equipment should be set up according to the diagram inside the phone closet door.
 - .3 Assistance should be provided to the responding unit in the form of any available non-sworn police personnel.
2. In the event the Police Headquarters building is not accessible, the backup EOC location are the choir rooms located beneath the stage area of the Concord Pavilion. Using the emergency call-out procedure for the Pavilion will allow access to this area. The Police Department Communications Center is given an updated procedure on a monthly basis.
3. Mutual Aid may be requested by:
 - .1 Contacting the Contra Costa County Sheriff's Department Dispatch Center
 - .2 Contact the CCCSO Duty Officer
 - .3 Request specific resources needed
 - .4 Access Community Warning System

4. The Chief of Police, or his/her designee, is responsible for the planning, coordination and implementation of resources of the Concord Police Department with the other components involved in the response to a disaster as described in this General Order.
 - .1 Guidelines for responding to disasters as described in this General Order are found in Part III of the City of Concord All Hazard Emergency Operation Plan and in the Supervisors Manual. This guide provides resource information for the handling of a variety of critical and unusual incidents.
 - .01 The Catastrophic Incident Guide includes provisions for:
 - .001 Communications
 - .002 Alert stages
 - .003 Mobilization procedures
 - .004 Equipment distributions
 - .005 Special task force activation
 - .006 Key personnel designators
 - .007 Coordination with emergency management personnel
 - .008 Transportation requirements
 - .009 Management control measures
 - .2 Copies of the All Hazards Emergency Operation Plan (EOP) have been distributed to the Chief of Police and the Managers of the Concord Police Department.
 - .3 Copies of the All Hazards EOP are also located in the Sergeant's Office and on the "Q" Drive under the "EOC" folder under "PDF's."

C. STANDBY/CALL-OUT PROCEDURE

1. Standby status shall be defined as an officer being at a location where he/she can be immediately reached by telephone, respond to the police station, and be ready for *uniformed duty* within one hour.
2. To reduce the number of calls required for a large call-out and to facilitate speed in an emergency situation, Supervisors are required to maintain the telephone numbers of the sworn officers in their work units at their residence or a readily accessible area.
 - .1 Emergency-staffing call-outs will normally be made to entire work units, such as entire squad or bureau; i.e., the Traffic Bureau or the Financial Crimes Unit.
 - .2 The Chief of Police, the Field Operations Division Commander, Watch Commander, or the Special Operations Lieutenant will normally institute a standby or emergency call-out for patrol squads, the Traffic Bureau or city disaster workers.
 - .3 Should the emergency necessitate standby or call-outs from other divisions, the Field Operations Division Commander or their designee should utilize the necessary division's staff chain of command requesting the number/strength required.

3. Command staff requiring sworn personnel during an emergency will contact (or will cause to be contacted) the work unit supervisors directing him/her to have his/her unit respond in the manner required by the situation.
 - .1 If the designated caller is unable to contact the unit supervisor, he/she will contact the corporal, senior officer or any member of the unit who will then be responsible for ensuring that the remainders of the sworn personnel in that unit are contacted.
4. Officers may be placed on standby status or called out by a department supervisor or their designee.
 - .1 Notifications may be directed to all sworn personnel or to only that number which may be required to meet the needs of the department.
 - .01 Upon notification of standby status or required response, personnel shall be briefly advised of the reason for the alert if at all possible.
 - .02 Upon notification, personnel shall be given all information pertaining to the assembly point, the time, and type of uniform required.
 - .03 In the event telephone service is disrupted; circumstances may dictate notification by messenger, by emergency broadcast on Bay Area radio and television stations, or by the Community Warning System.
 - .04 Notifications may consist of being advised that the officer will be required to relieve other officers at a later specific time, and that rest or sleep should be obtained if possible in anticipation of working 12-hour operational periods.
 - .05 Normal days off and leave may be canceled. The on-duty shift may immediately be placed on a 12-hour workday, as will oncoming officers as they are called to duty.
5. The Watch Commander, the Field Operations Division Commander, and the Chief of Police or their designee shall cancel the standby status when the situation no longer warrants the alert.
6. Upon notification by the department that an officer is being placed on standby, the officer shall give the department the phone number, (cell or land line) at the location where he/she will be standing by, or pager number if no phone is available. The officer thereafter shall keep the department informed as to a phone number, or pager number where he/she can be reached until the emergency is abated.
7. As normal call-in lines become overburdened during an emergency, the department will designate a telephone number that personnel can call to determine staffing requirements/status.
8. For full mobilization procedures see Mobilization Procedures in All Hazard Emergency Operation Plan; Part III.

D. Mutual Aid

1. The Concord Police Department is a party to the State of California Mutual Aid Agreement. The Contra Costa County Sheriff's Office must coordinate mutual Aid requests.
2. Requests for Mutual Aid shall be made by the Chief of Police, Field Operations Division Commander, or officers acting on behalf of the Chief of Police.
 - .1 Requests should include:
 - .01 Numbers of personnel needed

- .02 Types and amount of equipment
 - .03 Reporting time and location (primary and alternate)
 - .04 Authority to whom they report
 - .05 Access routes
 - .06 Estimated duration of operations
- .2 Due to the likely incompatibility of radio communications equipment between law enforcement agencies, Mutual Aid forces should be provided with portable radios capable of receiving Concord Police frequencies or teamed with members of the Concord Police Department.

E. EMERGENCY OPERATIONS CENTER

1. System activation criteria: Any supervisor or command officer has the authority to activate the EOC. Circumstances under which the EOC should be activated include, but are not limited to the following:
- .1 Large scale civil disturbances
 - .2 Any natural disaster or other type of incident involving mass casualties including:
 - .01 Earthquakes or flooding
 - .02 Aircraft or rail accidents
 - .03 Terrorist attacks
 - .04 Industrial accidents involving the discharge of hazardous chemicals or radioactive materials
2. Incident Command System (ICS) protocol
- .1 The EOC is comprised of five component sections. During the activation, all or some of these component sections can be utilized as the situation dictates. The component sections are: Incident Commander (I/C), Operations Section, Planning and Intelligence Section, Logistics Section, and the Finance Section.
- .01 EOC Director
- The EOC Director has the responsibility and authority for the overall management of the unusual occurrence to which they are assigned. Those responsibilities include, but are not limited to the following:
- .001 Appointments of Command Staff
 - .0001 Intelligence/ Planning Chief
 - .0002 Logistics Chief/ Personnel Staging Officer
 - .0004 Finance Chief
 - .0005 Operations Chief

.0006 Safety Officer

.0007 Liaison Officer

.002 Establishing a Command Post

.003 Appointment of a PIO

.004 Briefing command and/ or executive staff on the situation

.005 Authorizing action and operational plans

.02 Operations Chief

Commands all tactical and field units assigned to an unusual occurrence.

.001 Responsible for tactical control of the incident

.002 Responsible for the execution of action and tactical plans

.003 Appoints his/ her staff

.004 Reports to the EOC Director

.005 Coordinates with other sections

.006 Directs the deployment of field units

.007 Responsible for perimeter control

.008 Appoints and directs tactical and group commanders

.009 Controls operations and dispatch units

.03 Planning and Intelligence Chief

Responsible for all information management associated with the occurrence and prepares all written plans.

.001 Develops all written plans

.002 Coordinates with all other sections

.003 Responsible for incorporation of all plans into the overall incident plan

.004 Follows the guidelines of “who, what, when, where and why”

.005 Disseminates all information to pertinent sections

.006 Briefs and reports to EOC Director

.04 Logistics Chief

Responsible for providing support both internally and externally based on incident demands and needs. This includes the identification of existing and potential resources.

- .001 Appoints Personnel Staging Officer
- .002 Assigns staging group
- .003 Responsible for all staging areas
- .004 Briefs incoming personnel at staging area
- .005 Responsible for food, housing and personnel
- .006 Provides vehicles and fuel, etc.
- .007 Communication equipment and staff
- .008 Supervises Resource group
- .009 Supervises Personnel group
 - .0001 City staff
 - .0002 Volunteers
 - .0003 Spontaneous Unaffected Volunteer (SUV) Centers
- .010 Mutual aid group is assigned to this section

.05 Finance Chief

Responsible for establishing, documenting and managing costs associated with the occurrence.

- .001 Maintains documentation and logs
 - .002 Catalogs man- hours and days
 - .003 Tracks on duty injury claims
 - .004 Accounts for resource costs, damage surveys and for lost/damaged property
3. Written plans and procedures utilized: The primary resource document for first responders is Part III of the All Hazard Emergency Operation Plan. The guide identifies the response procedures for a number of specific events.
 4. Documented after-action report: The Incident Commander or his/her designee is responsible for the preparation and distribution of the after action report. The after action report is a summary of the event as well as an evaluation of the Police Department/City's response and handling of the incident. The report shall also include a needs assessment for equipment and training as well as recommendations for managing similar events in the future.
 5. Training of agency personnel: The Emergency Services Coordinator is responsible for facilitating the development and implementation of training for all personnel who may be called upon to act in a primary or support role in the event of a major disaster.
 6. Documented annual training exercise: Each year, the Emergency Services Coordinator or the Volunteer Coordinator will facilitate the development and implementation of a critical incident readiness exercise.

7. Documented analysis of incidents and training effectiveness, at least every three years: The Chief of Police or his/her designee shall assign a staff member to complete an analysis of the agency's response to critical incidents and preparedness training as a means to assess the department's capabilities to effectively manage such events. The analysis shall occur every three years or sooner, if so directed by the Chief of Police.
 - .1 At the conclusion of an event causing the activation of the EOC, the EOC Coordinator/Volunteer Coordinator shall prepare a NIMSCAST report as required by the National Incident Management System (NIMS).
8. Disaster Council
 - .1 The Disaster Council provides recommendations to the City Council on matters pertinent to the development of mitigation, preparedness, response, and recovery plans and programs for any potential local emergency. Disaster Council meetings also provide for communication and coordination between the public and private sectors of the City in analyzing local hazards and developing response plans.

F. ACTION PLANS

1. Action planning should be used at all Standardized Emergency Management System (SEMS) levels. There are two types of action plans in SEMS:
 - .001 Incident Action Plans: At the field response level, written or verbal incident action plans contain objectives reflecting the overall incident strategy, specific tactical action and supporting information for the operational period. Incident action plans are an essential and required element in achieving objectives under ICS.
 - .002 EOC Action Plans: At local, operational area, regional and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement.

G. PRE-PLANNED/SPONTANEOUS EVENTS

This area is to be devoted to the development of ICS operational orders for pre-planned and spontaneous, as the opportunity allows, events, such as strikes, acts of civil disobedience or any other unusual occurrence that may require a significant police response. The operational order needs to include the following provisions. The agency member who has responsibility for developing the operation order shall be known as the Planning Officer. Responsibility for carrying out the provisions of the plan shall be coordinated between the Planning officer and the designated Incident Commander.

1. Communications – Provisions for radio and/or telephone communications with internal units and outside agencies shall be established and communicated to all relevant personnel/agencies. Any changes in communication methods shall be reported to the affected personnel/agencies as soon as practical.
 - .01 Amateur (HAM) radio operators may be utilized as needed
2. Situation maps – This shall include maps of the known site(s) as well as anticipated site(s) that may be affected by the event. It shall be the responsibility of the Planning Officer or Incident Commander to ensure that a sufficient supply of maps is available for use by supervisory and command personnel.
3. Field command posts – This shall include provisions for tactical, incident and alternate sites for field command posts.

4. Chain of command, to include other agencies – This shall include the provisions for the transfer of command during a prolonged event.
5. Casualty information – One member of the agency, usually the public information officer, shall be designated as the sole source for release of information. This function shall coordinate with local hospitals and the coroner's office before any information is released to the media or public.
6. Community Relations – One agency member shall be designated as the PIO. That person, after conferring with the Incident Commander, should provide sufficient updates to the public and media in order to keep the public apprised of how the event may impact the community. A secondary PIO should be designated for prolonged events.
7. Public information – All media and public requests for information shall be directed to the PIO
8. Rumor control – All release of information to the media and public shall be through one designated source. After conferring with the Incident Commander, that person shall provide sufficient media releases as to keep the public adequately informed of the situation. That person shall also be responsible for releasing sufficient facts when it becomes known that the media or public is operating under inaccurate information.
9. Other agency support and liaison – The Liaison Officer shall designate agency member(s) to function as liaison with other public and private organizations.
10. Military support – Requests for state and federal military assistance shall be in accordance with the State of California Office of Emergency Services Law Enforcement Mutual Aid Plan.
11. Martial law – A declaration of martial law shall be in accordance with the State of California Office of Emergency Services Law Enforcement Mutual Aid Plan.
12. Public facility security – The Safety Officer provide for the security of public facilities, when deemed necessary. If the event escalates or changes in any way that may impact facilities not identified in the operational order, the Incident Commander shall have responsibility for facilitating such security measures.
13. Traffic control – The Planning Chief should designate one agency member to coordinate traffic control measures for roadways that fall within the jurisdiction of the City of Concord. When it becomes evident that such measures will be influenced by or have an impact on roadways outside of the City's jurisdiction, assistance should be requested from the affected allied agency(s).
14. Equipment availability – The Logistics Chief shall designate an agency member to coordinate the acquisition of agency equipment for use during the event. If the need for equipment not maintained by the police department arises, the designated agency member shall be responsible for facilitating the acquisition of the needed equipment. Once an event is underway, if these needs change, it shall be the responsibility of the EOC Director to designate an agency member to coordinate the acquisition of the needed equipment.
15. Transportation (for assigned personnel and prisoners) – The Planning Chief shall be responsible for coordinating transportation of agency personnel and equipment, as well as prisoners who may need to be removed from the site of the event. This responsibility shall fall to the EOC Director to coordinate should needs change during the event.
16. De-mobilization procedures – Once an event is deemed to be nearing an end, the Incident Commander shall be responsible for determining the progression of the demobilization of personnel and equipment. An agency member shall be given responsibility for accounting for all personnel and equipment at the conclusion of the event.

17. Court and prosecutorial liaison – The Planning Chief shall identify an agency member to fill this role. That person will normally be a supervisor or manager assigned to the Investigations and Administration Services Division.
18. Legal authority – Local, state and federal law, as well as department policy, shall provide the authority for agency member(s) to act during the event.
19. Post-occurrence duties – The EOP should include provisions for such things as:
 - .1 Provisions for a debrief of the event
 - .2 The release of an updated press release
 - .3 Ensuring that all agency and borrowed equipment is accounted for and returned to inventory
 - .4 Completion of injury, equipment damage and other necessary reports
 - .5 Completion of arrest reports
 - .6 Ensuring continued liaison with community members
20. After-action reports – The EOC Director shall designate one agency member who will be responsible for the completion of the after action report. The report should be completed within two weeks of the conclusion of the event and shall be forwarded to the Chief of Police for review, prior to further dissemination.

H. EQUIPMENT INSPECTION AND MAINTENANCE

1. Each of the Division Commanders, or his/her designee, is responsible for ensuring that the equipment that is used in the response to disasters and other emergencies, and is under their control, is inspected and maintained in a continual state of operational readiness.
 - .1 These inspections shall be done on a monthly basis.
 - .2 A log shall be maintained documenting the date and time of each inspection, as well as the identity of the individual conducting the inspection.