

PALM BEACH GARDENS POLICE DEPARTMENT		
UNUSUAL OCCURRENCE PROCEDURES		
POLICY AND PROCEDURE 4.2.4.1		
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PURPOSE: To guide the response of police personnel during situations and unusual occurrences that are beyond the capabilities or outside the scope of the Department's normal daily operations and to implement an Incident Command System (ICS) model for management of major incidents.

SCOPE: This policy and procedure applies to all personnel.

POLICY: The Department recognizes the potential for an emergency to occur that would be beyond the capability of the Department to handle on its own, or for an emergency to occur in another jurisdiction that would require the assistance of this Department. In such an emergency, a rapid and coordinated response, in cooperation with other agencies and resources, will be critical to protecting life and property. The Department therefore adopts these procedures as the common guidelines for responding to unusual occurrences of any type.

PROCEDURES

1. LEGAL AUTHORITY IN EMERGENCIES

- a. The City of Palm Beach Gardens has the legal authority to plan for and address emergency situations as part of its governmental, corporate and proprietary powers that enable it to conduct municipal government, perform municipal functions and render municipal services, and may exercise any power for municipal purposes except as otherwise provided by law, in accordance with the State of Florida Constitution, Article VIII, Section 2(b) and F.S.S. 166.021.

- b. The Palm Beach Gardens Police Department has the legal authority to provide, and request, mutual aid, either pursuant to a written agreement or in a state of emergency, under F.S.S. 23.1225. Pursuant to F.S.S. 23.127, any employee of any Florida law enforcement agency who renders aid outside the employee's jurisdiction but inside the state pursuant to a written agreement or F.S.S. 23.1225(5) has the same powers, duties, rights, privileges, and immunities as if the employee was performing duties inside the employee's jurisdiction.

2. RESPONSIBILITY FOR SERVICES AND RESOURCES

- a. The Chief of Police is responsible for planning, organizing and directing all law enforcement activity during an emergency occurring in the City of Palm Beach Gardens. In an emergency, other than when the Incident Command System is activated and a different specified command hierarchy designated, or otherwise at the direction of the Chief of Police, the hierarchy of command for control of unusual occurrences by the Police Department shall be as follows:
 - i. Chief of Police
 - ii. Field Operations Division Assistant Chief; Alternate: Administrative/Investigations Division Assistant Chief
 - iii. Patrol Operations Bureau Major; Alternate: Other available Bureau Major
 - iv. On-Duty Supervisor
- b. The Florida Department of Law Enforcement shall be responsible for the coordination of federal, state and local law enforcement resources should a statewide state of emergency be declared. The Chief of Police or his designee will maintain contact via the City's Emergency Operations Center (EOC) with emergency management authorities for the city, county and state in order to assure coordination of effort among these agencies.
- c. The Field Operations Assistant Chief shall be the principal advisor on unusual occurrences to the Chief of Police, is responsible for coordinating the planning function for unusual occurrences, and shall generally serve as Incident Commander in any unusual occurrence where the Palm Beach Gardens Police Department is the lead agency or as a member of the Unified Command when another agency is primary.
- d. The Administrative/Investigations Assistant Chief or designee shall be in charge of logistical and financial support and providing/obtaining any needed equipment for any unusual occurrences.

3. LOCAL, STATE AND FEDERAL ASSISTANCE

- a. The hierarchy of outside assistance available to the Department is as follows, starting with the lowest level:
 - i. Other City departments, including Fire-Rescue, Public Works, Code Enforcement, etc.
 - ii. Surrounding municipalities, including police departments, pursuant to mutual aid agreements.
 - iii. All county agencies, including law enforcement, fire-rescue, EMS, Public Health and other agencies.
 - iv. State agencies, including the Florida Department of Law Enforcement, the Florida National Guard, the Florida Department of Health and resources from other Florida counties.
 - v. Federal agencies, including the FBI, military, and FEMA.
- b. The guideline for requesting outside assistance is that the Department and City first utilize their own resources. If those are not sufficient to handle the situation, other Palm Beach County resources may be requested. If those resources are insufficient, state resources may be requested. If those resources are insufficient, federal resources may be requested. It should also be noted that some incidents (such as terrorism related incident or a commercial airliner crash) may cross local, state and federal jurisdictions and the respective agencies may become involved regardless of resource availability.
- c. A request for mutual aid assistance shall be made in accordance with the applicable mutual aid agreement.
- d. A request for countywide assistance beyond law enforcement mutual aid is made by the City to, and coordinated by, the Palm Beach County EOC, which is staffed 24/7. This request may be authorized by the Incident Commander, the Chief of Police, the City Manager or the Mayor.

- e. A request for statewide assistance will be made via the county EOC to the state EOC, which is also staffed 24/7. This request may be authorized by the Chief of Police, the City Manager, the Mayor or the County EOC.
- f. Florida National Guard assistance is coordinated by the Director of the Florida Mutual Aide Plan, who is also the Director of the Florida Department of Law Enforcement. A request for National Guard assistance may be authorized by the Chief of Police, the City Manager, the Mayor, or the county EOC, and is made via the county EOC to the state EOC.
- g. Routine federal law enforcement assistance (FBI, ATF, Secret Service, Immigration, etc) from agencies with local offices may be requested by contacting those agencies directly.
- h. A formal request for additional federal assistance if needed, including military assistance, will be initiated and coordinated by the state EOC.
- i. Whenever martial law is declared in an area which includes the City, the Department will come under the control of the military commander. All Department personnel will work closely with military authorities to ensure the mission is accomplished. The Chief of Police will serve as law enforcement liaison to the military commander.

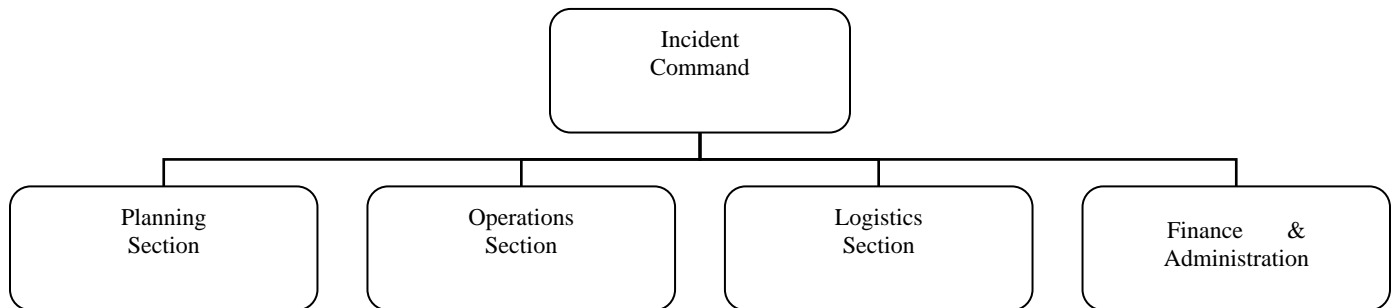
4. UNUSUAL OCCURRENCE AND EMERGENCY PLANS

- a. The City's Comprehensive Emergency Management Plan (CEMP) shall be the guiding document for planning for and handling emergency situations, including unusual occurrences. The provisions of that plan are incorporated herein by reference. The CEMP is primarily focused on the management of emergencies at the city leader and department head level, usually via the City EOC.
- b. Additional specialized emergency plans or policies and procedures, including this policy and procedure, shall be maintained as needed to supplement the CEMP and to address issues not included in the CEMP. These plans will focus primarily on the management of emergencies at the operational level. Such plans will be included in the Emergency Operations Manual, and shall include, in addition to this policy and procedure, plans for the following:
 - i. Civil Disturbances and Mass Arrest Procedures
 - ii. Hostage/Barricaded Person Incidents
 - iii. Bomb Threats and Bomb Emergencies
 - iv. VIP Protection
 - v. Special Events (parades, rallies, etc)
 - vi. Hurricane Preparedness Procedures
- c. CEMP and the Emergency Operations Manual will be reviewed and revised as needed by the Field Operations Division with the assistance of the Professional Standards and Training Division.
- d. Current versions of the CEMP and the Emergency Operations Manual are available via the City intranet.
 - i. Sergeants and Supervisors having mobile media should maintain a current version of each on those devices for access in the event of a severe unusual incident.

5. INCIDENT COMMAND SYSTEM (ICS)

- a. The Department adopts the FEMA Incident Command System (ICS) as the system for managing major unusual occurrence incidents as defined in this policy and procedure.
- b. ICS is an adaptable system for command, control, and coordination of response to incidents and provides a means to coordinate the efforts of individual units, components, agencies, etc. as they work toward the common goal of stabilizing the incident and protecting life, property and the environment.
- c. The flexibility of the ICS is what allows the agency to accomplish these objectives. The system can be expanded or reduced as needed to meet the needs of the incident.
- d. The Incident Command System is built around five major components organized as shown in the chart below. These components are:
 - i. Command

- ii. Planning (collects, evaluates, disseminates, and uses information about the incident and the status of resources to plan a course of action).
- iii. Operations (manages tactical operations to carry out the plan).
- iv. Logistics (provides facilities, services, and materials to carry out the plan).
- v. Finance/Administration (manages all costs and financial considerations of the incident).



- e. All incidents where ICS is utilized, regardless of size or complexity, will have an Incident Commander.
- f. The Incident Commander is responsible for:
 - i. Establishing command.
 - ii. Ensuring responder safety.
 - iii. Assessing and setting incident priorities.
 - iv. Determining operational objectives.
 - v. Developing and implementing the Incident Action Plan (IAP).
 - vi. Developing an appropriate organizational structure.
 - vii. Maintaining a manageable span of control.
 - viii. Managing incident resources.
 - ix. Coordinating overall emergency activities.
 - x. Coordinating the activities of outside agencies.
 - xi. Authorizing the release of information to the media and the public.
 - xii. Keeping track of costs.
- g. In small scale incidents, the Incident Commander may manage all of the above described components and responsibilities of the ICS. As incidents grow, the Incident Commander may delegate responsibility for the subcomponents. Those delegated such responsibilities will be part of the General Staff.
- h. As incidents grow, the Incident Commander may also delegate authority for performing certain support activities to others. These include the following Command Staff positions:
 - i. Information Officer (provides information to the media and the public).
 - ii. Safety officer (monitors safety of all operations and personnel involved in the incident).
 - iii. Liaison officer (point of contact for outside and assisting agencies).
- i. ICS also uses the concept of Unified Command. While each incident has a designated Incident Commander, all agencies with responsibility for the incident, either geographical or functional, participate in the unified command and control of the incident through representation at the command post to manage the incident by establishing a common set of incident objectives and strategies.
- j. For incidents occurring wholly within the City, the Police Department will be the agency in charge for critical incidents involving criminal activities and/or acts of violence, unless superceded by state or federal law enforcement or military authority. The Fire-Rescue Department will be the agency in charge for critical incidents involving search and rescue, HAZMAT, fire suppression and emergency medical services.
- k. Incident command can change during an incident as the incident changes. For example, Fire-Rescue might have primary command during the search and rescue phases of an incident, with the Police Department assuming command as the incident stabilizes and transitions to a criminal investigation.
- l. In ICS activations where the Police Department is the lead agency and the Incident Commander is from the Department, the Incident Commander shall have overall command of the incident, subordinate to the Chief

- of Police and the City EOC, if activated. All assigned ICS general and staff officers and other assigned personnel shall be subordinate to the Incident Commander.
- m. Generally, for police incidents, the Field Operations Division will be responsible for Command and Operations. When the incident requires a larger General Staff, the Administrative/Investigations Division will be responsible for Planning, Logistics and Finance and Administration unless otherwise designated.
 - n. In ICS activations where another agency is primary and the Incident Commander is not from the Department, all Department personnel involved in the ICS shall be subordinate to that Incident Commander.

6. ACTIVATION OF THE ICS

- a. For the purposes of ICS, a major unusual occurrence is any incident that exceeds the Department's capability to handle the situation either with its own personnel or through routine mutual aid or with routine assistance of other City of Palm Beach Gardens departments.
- b. The Department will utilize the ICS for the following types of incidents:
 - i. Major unusual occurrences as defined above.
 - ii. Hazardous materials (HazMat) incidents (required by federal law).
 - iii. Natural disasters requiring multi-agency and multi-jurisdiction response.
 - iv. Man-made disasters requiring multi-agency and multi-jurisdiction response.
 - v. Mass-transportation accidents, including air, rail, and ground.
 - vi. Hostage and barricaded subject incidents when SWAT and the HNT are activated.
 - 1. In these incidents, a modified ICS will be used, with an Incident Commander and a staff composed of, at a minimum, the SWAT Commander, the HNT Commander and a Patrol/Perimeter Commander.
 - 2. In longer term situations, additional staff may be utilized as needed, e.g., logistics and support positions.
- c. The Department may utilize the ICS for the following incidents:
 - i. Planned events involving multiple agencies or jurisdictions.
 - ii. Multi-agency law enforcement incidents.
 - iii. Major crime scenes.
 - iv. Any other situation not described above where the responding supervisor believes the implementation of ICS to be beneficial.
 - v. Any other incident involving multiple agencies and/or jurisdictions beyond the provision of routine mutual aid. However, even in routine situations involving mutual aid, a Command Post may be established for the purposes of coordination of efforts.
- d. It should be noted that the department will not be the primary agency in some of the above described incidents. In those cases, the department will work within the primary agency's ICS and participate as needed in the Unified Command Structure.
- e. If an agency requesting assistance does not utilize ICS, the department will still assist in accordance with any mutual aid agreements.
- f. Even in those incidents in which the ICS is not activated, the concepts of Incident Command (Incident Commander, Command Post, Delegation of Tasks, etc) may still be utilized, e.g., perimeters, fires, etc.
- g. During implementation of the ICS, the police response will be proportional to the incident. Small or localized incidents may be managed from a single incident command post near the scene. Larger incidents or incidents with multiple locations may be managed from the City EOC, if activated, with field command posts at each of the scenes. In the event that multiple jurisdictions or agencies are working on a single scene or on the entire event, command posts will be co-located whenever possible.
- h. The first supervisor on the scene of an unusual occurrence not directly involved in containment or life-saving duties will determine the need for using the ICS. The ICS may be implemented upon arrival or at any other time in the management or containment of the incident. Upon implementing the ICS, the supervisor becomes the Incident Commander and will:

- i. Immediately establish a command post.
- ii. Notify Communications that the ICS will be employed and of the location of the command post and request additional response as needed.
- iii. Ensure that Patrol Operations Bureau Major, if available, has been notified of the incident. The Patrol Operations Bureau Major may respond to all incidents where ICS has been employed and assume command until relieved by higher authority.
- i. If another agency requesting assistance is primary and has activated, or activates, an ICS, the supervisor will serve as the department's representative to the Incident Command Post Unified Command until relieved.
- j. In any incident, the priorities are:
 - i. Life safety (highest priority)
 - ii. Incident Stabilization
 - iii. Property Conservation
- k. The Incident Commander should begin the command sequence process, which consists of the following components:
 - i. Perform size-up:
 - 1. What have I got? (Situation)
 - 2. Where is it going? (Potential)
 - 3. What do I need to control it? (Resources)
 - ii. Consider what could go wrong and plan for contingencies.
 - iii. Determine the objectives that must be achieved.
 - iv. Determine the personnel, equipment and agencies required to achieve the objectives.
 - v. Establish a command structure to achieve the objectives.
- l. As additional responders arrive, command may transfer on the basis of who has primary authority for overall control of the incident. Generally, in this Department, that will be the Field Operations Assistant Chief or designee. At any transfer of command, the outgoing Incident Commander must give the incoming Incident Commander a full briefing and notify all staff of the change of command. For department purposes, such announcement shall include notifying Communications and making an announcement via radio of the person now serving as the Incident Commander.
- m. Supervisors responding after the establishment of a command post will respond to the command post unless advised of another assignment.
- n. Other units responding to the event will be alert for the establishment of a staging location. All officers responding after the location has been announced will respond directly to staging. Staging areas may be either the ICS command post or designated branch staging areas. Responding officers will be advised to which designated area they are to report and to whom.
- o. As additional personnel arrive, the Incident Commander may appoint general and command staff and branch leaders as needed based on the qualifications of the personnel and the requirements of the incident. Staff officers and branch leaders will assume responsibility for their assigned task(s) and personnel and remain in close contact with the incident commander or designated general staff officers. Common branches include, but are not limited to:
 - i. Inner perimeter.
 - ii. Outer perimeter.
 - iii. Traffic control.
 - iv. Evacuation.
 - v. Staging.
 - vi. Special response (SWAT and Negotiators).
 - vii. Logistics.
 - viii. Investigations.
 - ix. Prisoner processing.

- x. Public facility security.
- p. As the incident de-escalates, the Incident Commander will release personnel and begin down-sizing the ICS. De-escalation activities may include, but are not limited to:
 - i. Maintaining police presence for crowd control, security, prevention of looting, etc.
 - ii. Directing traffic.
 - iii. Assisting stranded persons.
 - iv. Reopening any areas/streets which had to be closed or evacuated.
 - v. Surveying and inspecting the area for damage and casualties.
- q. De-escalation should be a gradual process, allowing proper relief to personnel assigned to the incident for a prolonged period of time. A full return to duty schedules should occur as appropriate staffing is available.
- r. Incident command will be terminated when all units have returned to normal service.

7. FIELD COMMAND POSTS

- a. A field command post should be established that will accommodate the command and support functions of the incident. Physical considerations for locating the post should include incident access, security, safety, and support facilities. The location of the post will be announced to responders. The Incident Commander will be responsible for establishing and maintaining the post.
- b. The command post may be established in a fixed location (i.e., building or other structure) or in a mobile facility (Mobile Command Post, supervisor's vehicle, etc) as needed depending on the circumstances.
- c. Situation maps for unusual occurrences may be utilized at the Command Post when needed and will be available from a variety of sources. These include, but are not limited to:
 - i. Electronic maps available from the OSSI CAD system via Mobile Data Terminals, the Communications Center, and any computer with CAD access.
 - ii. Commercial print and electronic maps, e.g., Rand McNally or Microsoft Streets and Trips.
 - iii. Aerial photographs from the city's database. These are available from GIS, the CAD system, and the Fire-Rescue Department's I-HAWK system.
 - iv. Hard copy maps and aerial photographs of specified areas provided by the City or County GIS departments upon request.

8. PERIMETER AND TRAFFIC CONTROL

- a. In order to protect the integrity of an incident area, and to protect the public, inner and outer perimeters should be established as needed.
- b. The inner perimeter is the immediate area in which the incident is occurring. All persons not involved in official activities should be evacuated from this area unless conditions make it safer for them to shelter in place.
- c. The outer perimeter is a larger area intended to keep bystanders and others not involved in the incident from harm and to prevent interference with emergency operations. All persons not involved in official activities should be evacuated from this area as well unless conditions make it safer for them to shelter in place.
- d. Traffic control points should be established in order to assist with maintaining the perimeter and to maintain a smooth flow of traffic around, and away from if necessary, the incident. A traffic control point is a key intersection or other area that can be controlled to keep roadways and intersections clear for emergency vehicles or evacuation and prevent unnecessary traffic from entering the affected area.

9. EMERGENCY COMMUNICATIONS

- a. The Department's communications center (dispatch) and equipment will be the main communications system and resource for department personnel during emergencies.

- b. If necessary due to the nature of the emergency, i.e., damage to or risk to the communications center, communications may be moved to a remote site using the “crash kit” available in the center. The remote site will generally be one of the City’s fire stations.
- c. An alternate radio channel will be assigned to the incident, and all personnel involved in the incident will utilize that channel. Any personnel not involved in the incident will utilize the channel designated for normal operations.
- d. Communications for the incident itself may be moved to a fixed or mobile command post with the assignment of a Tactical or Incident Dispatcher to the command post. The Tactical or Incident Dispatcher will have the capability to communicate directly with the main communications center and with all units on the assigned tactical channel.
- e. When the City EOC is activated for an emergency or incident, communications shall be established between the EOC and the incident command post, via the Communications Center and the Tactical/Incident Dispatcher, if assigned, or directly with ESF-2 (communications) when available.
- f. If needed in larger situations, additional trained Incident Dispatchers may be requested from other county agencies under mutual aid.
- g. Additional channels may be assigned for specialized functions, e.g., SWAT or different branches in an ICS. When this occurs, the representative of that unit/branch at the command post, e.g., the SWAT Commander or staff officer, must monitor that channel and be the link between the unit/branch and the main incident channel unless sufficient Incident Dispatchers are available.
- h. Inter-agency communications will be coordinated via the command post. Specific inter-agency communications procedures will be established on a case by case basis depending on the agencies involved. Most, but not all, area agencies have the ability to utilize common/shared channels.
- i. If needed and available, the Emergency Deployable Interoperable Communications System (EDICS) or the Mutual Aid Communications Unit (MAC) may be requested to respond for communications support.
 - i. Both EDICS and MAC provide mobile communications support and fixed and portable radios for the purposes of coordinating communications in the management of an incident. They are also able to provide communications capability in the event of infrastructure failure such as after a major hurricane causing widespread power loss and antenna tower damage.
 - ii. EDICS is requested via the Palm Beach County Sheriff’s Office and MAC is requested via the Florida Fire Chiefs’ Association.
 - iii. Requests for EDICS and MAC should be coordinated via the Palm Beach County EOC.

10. PUBLIC FACILITY SECURITY

- a. When the situation requires, the Incident Commander shall assign personnel to ensure the security of public facilities and infrastructure. These locations may include, but are not limited to:
 - i. Government buildings, including all city facilities.
 - ii. Evacuation shelters.
 - iii. Palm Beach Gardens Medical Center.
 - iv. Utility (Seacoast, FPL, Bellsouth) offices and facilities.

11. EMERGENCY MOBILIZATION

- a. Some unusual occurrences and emergencies may require the mobilization of additional department personnel. The level of mobilization required is defined by stages:
 - i. LEVEL 1: An emergency that curtails immediate response to calls for service and requires the utilization of all on-duty patrol personnel to control the situation, except those necessary to handle priority calls for service.
 - ii. LEVEL 2: An emergency that curtails immediate response to calls for service and requires all available on-duty personnel, including non-patrol personnel, to respond to the situation, except those necessary to handle priority calls for service, or that requires a limited recall of off-duty personnel, for example,

having officers from the on-coming shift report in early. Includes SWAT and Hostage Negotiation Call-Outs and Emergency Field Force Mobilization.

- iii. LEVEL 3: An emergency that prevents immediate response to any types of calls for service, cannot be controlled by all available on-duty personnel, and requires the recall of off-duty personnel.
- iv. LEVEL 4: Any emergency that is beyond the capability of the department to control with only its own resources and requires the mobilization of off-duty personnel as well as assistance from other law enforcement resources.
- b. The on-duty shift supervisor may take emergency action to provide personnel to resolve the situation. Such emergency action may include ordering on-duty personnel to remain on duty beyond their normal ending time, ordering the following shift to report in early, and/or requesting activation of special response teams (SWAT and Hostage Negotiation).
- c. Mobilization of an Emergency Field Force, entire units/divisions or department-wide mobilization must be authorized by an Assistant Chief or the Chief of Police. Modification of work schedules for extended periods must be approved by the Chief of Police or designee.
- d. In any mobilization not already involving all department members, the activating authority, or Incident Commander if different, may identify and designate key personnel to be specifically activated based on the nature of the incident. This could include personnel with special skills (special response teams, language, etc.) and support positions (communications, technical, clerical, records, etc.).
- e. Mobilization notifications may be accomplished via the Dialogic notification system, by personal phone calls via dispatch, or by any other means available. A record should be maintained of those contacted and their response status. Notification will include the following information:
 - i. Nature of the incident.
 - ii. Assembly instructions. If not otherwise instructed, all personnel shall report to the road patrol briefing room.
 - iii. Any special equipment or uniform needed.
 - iv. The radio channel to be utilized.
 - v. Name of the person in charge or to who they are to report.
 - vi. Any areas that should be avoided while responding.
- f. All personnel instructed to report to work shall consider those instructions to be a direct order. Failure to report when ordered to do so will subject the employee to discipline up to and including termination.
- g. Officers who are mobilized will fall under the authority of the Field Operations Division unless given another specific assignment.
- h. Personnel being mobilized are required to respond with all issued operational equipment. Specialized equipment will be issued on an as-needed basis, and this shall be the responsibility of the division/unit with control of the equipment. If additional equipment is needed beyond that which the department has, the Administrative/Investigations Division shall be responsible for obtaining and distributing that equipment.
- i. The Police Department shall be the primary staging area for mobilization, unless otherwise instructed. Alternate staging areas may be designated as needed and this information will be provided in the notification.
 - i. For mobilization involving primarily specialized team call-outs, the staging area may be at or near the command post.
 - ii. For mobilization for incidents in which the Incident Command System is activated, a staging area may be designated near the location of the incident or command post.
- j. When necessary, a Staging Manager will be assigned. This manager will be responsible for:
 - i. Keeping track of personnel coming into and leaving the staging area.
 - ii. Updating the Command Post on the level of resources available in the staging area.
 - iii. Responding to requests for personnel at the incident.
- k. When a mobilization is ordered for an incident in which another agency has overall incident command, the department's representative to the Unified Command at the Incident Command Post will be responsible for

coordinating the mobilization with the other emergency management personnel participating in the Unified Command.

1. All personnel are responsible for their own transportation to the department or staging area, and the Department will coordinate/facilitate transportation to the incident.
 - i. All officers who are assigned Department take-home vehicles are to respond directly to the designated location with those vehicles, unless otherwise advised. Those with assigned vehicles parked at the Department are to respond to the Department, get their assigned vehicles, and respond to the designated location, unless otherwise advised. Those without assigned vehicles will be assigned to pool cars or other available vehicles at the station.
 - ii. Additional transportation needs, including transportation from the staging area to the incident or any other locations will be addressed on a case by case basis as dictated by the nature of the incident.
 - iii. The Administrative/Operations Division shall assist the Field Operations Division with the coordination and provision of additional transportation or vehicles when needed.
- m. At the conclusion of any mobilization and prior to going off duty, all involved personnel will turn in to a designated location any specialized equipment issued at the beginning of or during the incident, record and submit the hours worked during the incident, and submit any required reports or documentation.
- n. The Field Operations Assistant Chief will conduct an annual mobilization exercise prior to the start of each hurricane season or as part of an annual hurricane drill. This exercise shall be for the purpose of rehearsing and evaluating the ability to locate and notify personnel and need not require full activation or actual response to a staging location.

12. COMMUNITY RELATIONS AND PUBLIC INFORMATION

- a. The designated Public Information Officer (PIO) will be responsible for the control and flow of information to the media and the public. A staging area for the news media will be established in a safe location. The PIO or a designee will release only information which is approved by the Incident Command Staff to control misinformation, rumors, and to educate the public. Information to be released may include:
 - i. Areas to be avoided by the public.
 - ii. Evacuation instructions.
 - iii. Location of shelters.
 - iv. Casualty information in accordance with Section 13 below.
 - v. Any other information which would assist the public in making decisions regarding the incident and facilitate the safe resolution of the incident.
- b. Personnel involved in an incident shall be alert to the existence of rumors concerning the incident. Information will be released as needed to counter false rumors and misinformation.

13. CASUALTY INFORMATION

- a. Any victims/survivors of an incident will be provided with appropriate medical attention as soon as the situation allows.
- b. In a mass casualty incident, a designated waiting area for the families of victims will be established.
- c. A liaison will be established with the Medical Examiner's office if necessary, including the establishment of a temporary morgue if needed.
- d. Casualty figures should only be released if there is a tactical necessity at the time of release or the situation is fully controlled and accurate numbers are known. Only the Incident Commander may authorize the release of casualty figures during an incident, and only the designated PIO will provide that information to the media/public. Names and other specific information will be released in accordance with Policy and Procedure 4.3.10 (Public Information Function).

14. COURT AND PROSECUTORIAL LIAISON

- a. When it appears that mass arrests are imminent, the State Attorney's Office will be contacted, and a request made for a representative of that office to respond to the scene to assist with the legal processing of the arrestees. If the incident occurs after normal working hours, the on-call Assistant State Attorney will be contacted and advised of the situation.
- b. If mass arrests occur, the Department shall designate a liaison as a single point of contact for the State Attorney's Office to assist with and coordinate post-arrest activities as may be requested by the State Attorney's Office.
- c. For other than mass arrests, the arresting officer shall provide liaison with the State Attorney's Office as with any other normal arrest.

15. POST-UNUSUAL OCCURRENCE ACTIVITIES

- a. Personnel will be assigned to the affected area(s) for a necessary period of time to maintain order and protect persons and property.
- b. The Incident Commander or Department's representative to the Unified Command will be responsible for collecting all essential data and producing an after action report for all unusual occurrence events and activations of the ICS. The report will be forwarded to the Chief of Police within ten days of the conclusion of the incident and a copy sent to the Accreditation Manager. The report should include, but is not limited to:
 - i. The time and location of the occurrence.
 - ii. Conditions at the time of the Police Department's arrival.
 - iii. Number of Department personnel assigned.
 - iv. Type and amount of department equipment utilized.
 - v. Actions taken by the Police Department.
 - vi. Assistance provided by other agencies.
 - vii. Any other information which would be useful in evaluating the Department's performance.

16. UNUSUAL OCCURRENCE EQUIPMENT

- a. All agency equipment maintained for the sole purpose of emergency operations and/or unusual occurrences will be inspected at least quarterly, and such inspection will be documented. The unit/division responsible for the equipment shall conduct the inspection.
 - i. The SWAT team shall inspect their stored equipment.
 - ii. The Hostage negotiation team shall inspect their stored equipment.
 - iii. Emergency generators and emergency power sources shall be inspected in accordance with Policy and Procedure 4.3.3.
- b. Personnel who are personally issued emergency operations equipment are responsible for maintaining that equipment and having it repaired/replaced when necessary.
- c. Other agency equipment that is used primarily for normal operations, but will serve a secondary function during emergency operations or unusual occurrences, will be monitored on an ongoing basis and repaired/replaced when necessary.

17. TRAINING AND EVALUATION

- a. The Department will provide training as needed on the concepts of the ICS. This may be a combination of in-service classroom training, supervisory training, exercises and drills, correspondence courses offered by FEMA, and attendance at outside training courses.
- b. At least annually, the department will conduct an emergency response training exercise that includes the utilization of an ICS. This may be a separate exercise or be part of a hurricane drill, SWAT and HNT training, or other exercise. Whenever feasible, the Fire-Rescue department or other agencies should be

asked to participate in the exercise. The Field Operations Assistant Chief shall ensure a documented after-action report is completed for the exercise.

- c. At least every three years, the Field Operations Assistant Chief shall conduct a documented analysis of incidents and training effectiveness regarding the Incident Command System.

18. GLOSSARY

Incident Dispatcher: An emergency communications operator who has completed specialized training to be able to work in an ICS environment.

Tactical Dispatcher: An emergency communications operator assigned to a command post of a tactical incident, e.g., a hostage taking or barricaded subject.

Unusual Occurrence: Major emergencies and disasters and/or any natural or man-made event, civil disturbance, or other occurrence of unusual or severe nature that threatens to cause or causes loss of life or injury to citizens and/or severe damage to property, which is beyond the scope and/or capabilities of the Department's normal daily operations, and which requires additional measures to protect lives and property, meet human needs, and/or achieve recovery.

INDEX AS:

- Unusual Occurrences
- Incident Command System (ICS)

RESPONSIBILITY INDEX:

- CHIEF OF POLICE
- ASSISTANT CHIEFS
- BUREAU MAJORS
- SHIFT SUPERVISORS
- COMMUNICATIONS

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