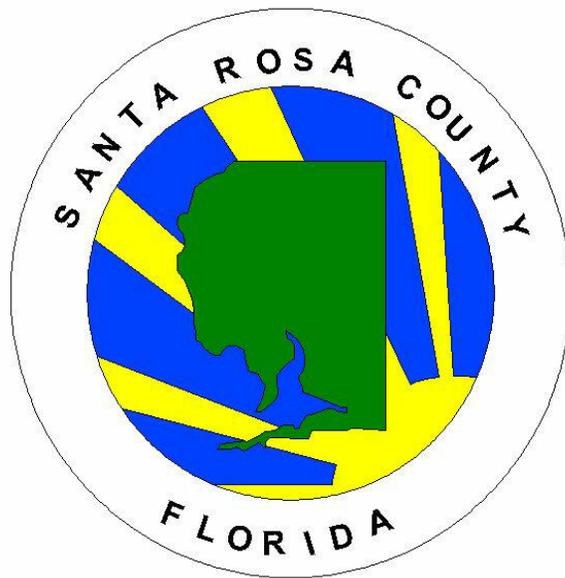


APPENDIX 6

EMERGENCY MANAGEMENT COMMUNICATIONS SOG



SRC EMERGENCY MANAGEMENT COMMUNICATIONS-STANDARD OPERATING GUIDELINES

Santa Rosa County Emergency Management has established Standard Operating Guidelines (SOGs) to be used by emergency management staff for dispatching or communicating with emergency responders. These SOGs have been included to provide additional insight into the role of emergency management communicators in Santa Rosa County.

The SOGs are broad in scope, and are complementary to the state of the art priority dispatching system in use at the Emergency Communications Center.

Deviations from these guidelines may be necessary and therefore the SOG's may not represent the specific actions that will be taken by emergency management in all situations. It is impossible to develop guidelines for every situation that might occur; therefore in situations not covered by specific instruction, decisions must be governed by common sense and judgment on the part of communications personnel.

Only selected sections relevant to the CEMP, specifically Sections 6, and 10, have been included.

Section 6 – Miscellaneous Agencies

6-01 to 6-02	Natural Gas of Milton
6-03	Environmental Management
6-04 to 6-06	Animal Complaints
6-07	Navarre Beach Lifeguards
6-08	Sign language Interpreters / TDD Relay
6-09	Traffic Light Outages
6-10 to 6-11	County and State Road Contacts
6-12	Trauma Intervention Program (TIP)
6-13	School Transportation Emergency Contacts
6-14	High Angle Rescue Team
6-15	Risk Management
6-16	Town of Jay Utilities
6-17	Building Maintenance – After Hours
6-18	Public Library Contacts
6-19	State Attorneys’ Office – Fire Alarms
6-20	CSX Railroad

Santa Rosa County Emergency Management

Subject: Natural Gas of Milton
Section: 6 **Number:** 1

Revised: 03/12/2010
Effective: 03/25/1995

Summary: To develop and maintain policies and procedures for dispatching Milton Natural Gas (MNG) personnel after hours. During normal business hours contact MNG at 983-5410.

- 1. A gas complaint may be as follows and will automatically be considered an emergency and will initiate a page to the on call crew.**
 - a. A customer calling to report they do not have any gas or low gas pressure.
 - b. A report of gas odor inside a building or outside.
2. Once the on call crew (MNG 1) is paged, the on call crew will contact the EMC within 5 minutes via telephone or radio to acknowledge the page and if possible provide an ETA. If a response is not received within 5 minutes, the EMC will page a second time. After 5 minutes and no response on the second page, the second on call crew (MNG 2) will be paged following the same procedures as the first on call crew. If no response is still received after the second page, contact the MNG Supervisor.
3. A case report will be generated on all Natural Gas of Milton calls received by the EMC with the following information.
 - a. **Location of the call.**
 - b. **Caller's name and phone number.**
 - c. **Nature of the call.**
 - d. **Time received, dispatched, enroute, arrival and completed.**
 - e. **Safe time as reported by the on call crew. This should be made in the notes field.**
4. Pager assignments will be:
 - a. **MNG1 – First on call crew.**
 - b. **MNG2 – Second on call crew.**
 - c. **MNG Supervisor.**
 - d. **Pager assignments will be followed in order.**
5. The EMC will follow the appropriate FPDS to include PAI's / PDI's.
6. The EMC will simultaneously notify MNG and the fire department whose district the call is located. The appropriate law enforcement agency will also be notified. SAR will only be notified if requested by MNG or the fire department on the scene to assist with evacuation. MNG will not be cancelled by any agency.
7. Assigned radio numbers are Milton 70 through Milton 77. These are assignments to vehicles only and are not personnel assignments. Radio transmissions will be conducted on "Central Fire".
8. The EMC personnel will document any problems occurring with MNG on a Dispatcher's Incident Report form and forward it to the Communications Supervisor.
9. MNG on call personnel:
 - a. **Steve Robey Superintendent 626-8413 hm**

 - b. **Mark Hodges Technician IV 983-8965 hm**

 - c. **Jesse Cornell Utility Director 626-9011 hm**

Santa Rosa County Emergency Management

Subject: Environmental Management

Revised: 03/12/2010

Section: 6 Number:2

Effective: 03/28/1995

Summary: **To provide defined policy for after hour notification for all divisions under the Environmental Management Department this includes Recycling, Landfill and Mosquito Control. Office phone: 981-7135.**

1. The EMC will monitor the Control channel in case of maintenance problems or accidents involving vehicles in the Environmental Management Department. Environmental Management employees will conduct their normal business on the Public Works channel.
2. Upon receipt of a request for a wrecker one of the following one of the following services will be called:
 - a. **Cook's Paint & Body 994-6324**

 - c. **Kell Recovery 623-1907**
3. Following is a contact list for after hour notifications. Always attempt to page the person needed first if they are listed in the county paging system. If no response after 5 minutes try the page again and allow 10 minutes. If still no response then attempt the phone numbers provided.

a.	Mosquito Control	Home Phone	Cell Phone
	1. Keith Hussey		
	2. Keith Lay		
	3. Jerrel Anderson	n/a	
b.	Landfill		
	1. Bobby McKamey		
	2. Roland McKinnon		
	3. Jerrel Anderson	n/a	
c.	Recycling		
	1. Floyd Rentz	n/a	
	2. Bobby McKamey		
	3. Jerrel Anderson	n/a	

4. Document any incident where any type of problem occurred and forward to the Communications Supervisor.

Santa Rosa County Emergency Management

Subject: Animal Complaints

Revised: 03/12/2010

Section: 6 Number:3

Effective: 01/16/1997

Summary: **The emergency communications division will provide *prompt and effective dispatch service* to callers requesting assistance with animals. The following procedures should be used. Deviations from these procedures should be documented with reasons and forwarded to the Communications Supervisor. Any type of animal complaint where the caller claims ownership of the animal is their responsibility to take appropriate action. Rudeness will not be tolerated from EMC personnel.**

Domestic Animals

Responsible Agency: Animal Services 983-4680

Monday – Friday 8:30 A.M. – 11:00 P.M.

After hours and holidays – Check on call schedule in the EMC.

1. The EMC will generate a CAD report for all requests for Animal Control providing pertinent information including disposition of the call. (This includes calls from hospitals and law enforcement agencies).
2. Santa Rosa County Animal Services will begin handling animal control calls within the City of Gulf Breeze effective October 1, 2008. Callers in Gulf Breeze will call the Gulf Breeze Community Services office during normal business hours and they will contact Animal Control directly. After hour calls will be called into GBPDP who in turn will call the EMC to request an officer be paged. If you receive a call directly from a citizen within the Gulf Breeze City limits you will process the call normally and either transfer them to Animal Services during business hours or obtain the appropriate information for after hour calls and page the officer.
3. The Animal Control Officer (ACO) on call will be contacted by pager providing all pertinent information. The ACO will contact the EMC acknowledging receipt of the page within 5 minutes. If acknowledgment is not received during this time frame, another page will be sent allowing 5 minutes for acknowledgment. If acknowledgment is not received during this time frame, attempt to contact the ACO via Nextel or at their home number provided in the ACO on call schedule. If there is still no reply notify the ACO Director by pager. The EMC will not contact any other agency, group or personnel outside of the county system.

4. The EMC will obtain an estimated time of arrival from the ACO. If the ACO response for the type of emergency call (someone in imminent danger) will be delayed for any reason, the EMC will notify the law enforcement agency whose district the call falls in. This also includes the Heritage Trail.
5. The ACO will handle all calls regarding domestic animals. This includes bites, attempted attacks, injured, possible rabid, neglected and abused.
6. The ACO will handle all sick and/or rabid wildlife. If the ACO needs assistance they will request the Florida Fish and Wildlife Conservation Commission (FWCC) or SRSO be notified. All injured wildlife will still be referred to the FWCC.
7. Nuisance type calls (i.e. barking dogs, dogs in trash, etc.) should be referred to the Animal Control Office on the next business day. If the caller specifically requests to talk to a law enforcement officer, the call should be referred to the appropriate law enforcement agency.
8. After hours, if the call is not of an emergency nature and the caller becomes irate, rude, or insistent to speak with an ACO, take the callers name and telephone number and page the ACO on call advising them of the circumstances.
9. The appropriate law enforcement agency will be dispatched with an ACO on violent nature type calls, calls involving a firearm or at the request of the ACO. Provide the law enforcement agency with all pertinent information.
10. Animal Control will provide a monthly on call schedule to the EMC in a timely manner.
11. Animal Control will conduct their radio traffic with the EMC on the Control channel.

Wildlife

Responsible Agency: Fish and Wildlife Conservation Commission

Twenty – four hours a day: 1-888-404-3922

1. The EMC will generate CAD report for all requests for FWCC providing all pertinent information including and estimated time of arrival to the scene. FWCC is listed under Animal Control for CAD documentation.
2. FWCC will handle all calls regarding injured wildlife.
3. The EMC will caution the caller to remain inside and away from the wild animal until an officer arrives and advise them the information will be given to FWCC who should return their call.
4. FWCC will be contacted by phone and provided with all pertinent information. The EMC will obtain an estimated time of arrival and will request that FWCC contact the caller and provide them with an estimated time of arrival.
5. A courtesy follow up call to the caller would be considerate, if time allows.

Dead Animals

County Road Department – Use callout list located in EMC.

Department of Transportation Dispatch– See Section 6 / Number 8

Page 6-12.

1. After hour calls regarding dead animals that are presenting a *hazard* to the public on county roads will require immediate notification to the County Road Department.
 1. **After hour calls regarding dead animals that are presenting a hazard to the public on state roads will require immediate notification to the Department of Transportation or Contractor as listed.**
 2. **After hour calls regarding dead animals that are not presenting a hazard to the public should be referred to the appropriate agency the next business day.**

Livestock

1. Refer all livestock complaints to the appropriate jurisdictional law enforcement agency.

Santa Rosa County Emergency Management

Subject: Navarre Beach Lifeguards

Revised: 07/08/2010

Section: 6 Number:4

Effective: 04/06/1995

Summary: **Establish communications procedures between the EMC and Navarre Beach Lifeguards. There will be 10-13 lifeguards on duty on holidays and weekends. During the weekdays the lifeguard staffing will vary on beach conditions and head count. Hours are 09:00 – 17:00. Lifeguard dates are dependant on weather conditions and are seasonal. All towers are located on the Gulf side.**

1. Radio I.D. will be “Lifeguard I, II, III and IV”. As the lifeguards call in, the number will identify which tower they are assigned to.
 - a. **Tower I is located in the Navarre Park east parking lot.**
 - b. **Tower II is located in the Navarre Park west parking lot.**
 - c. **Tower III is located near the east end of the public parking lot at the pier.**
 - d. **Tower IV is located near the west end of the public parking lot at the pier.**
2. All communications will be conducted on South Fire using plain language.
3. Upon assuming duty the lifeguards will:
 - a. **Conduct a radio check to ensure equipment is operating properly.**
 - b. **Provide the EMC with flag and surf conditions.**
4. The EMC will immediately update the county web page to reflect the current flag and surf conditions given by the lifeguards.
5. Flag and surf condition changes will be called to the EMC by radio as soon as possible. The EMC will update the web page as changes are called in.
6. For any incident requiring additional assistance or response, the following information will be provided by the lifeguards to the EMC:
 - a. **Type of assistance needed.**
 - b. **Nature of the call.**
 - c. **Location of the call.**
7. Email the “Navarre Beach Water Rescue” group located in the county email system for any water rescue or drowning on Navarre Beach whether it involves a lifeguard or not.
8. Notify the lifeguard’s if a shark bite or sighting has been reported as soon as possible. Provide them with a location and direction of travel if possible.
 - a. **If there is a confirmed shark bite email the “Navarre Beach Water Rescue” group.**
9. The lifeguard’s status will be entered in the CAD system.
10. Upon completion of duty the lifeguards will advise out of service for the day.

Santa Rosa County Emergency Management

Subject: Traffic Light Outages

Revised: 03/12/2010

Section: 6 Number:6

Effective: 09/02/1999

Summary: **To provide immediate notification of traffic light outages which will not only interrupt traffic flow but also endanger the public.**

1. Upon receiving a report of a traffic light outage the EMC will immediately notify the law enforcement agency that has jurisdiction.
2. The law enforcement agency which the outage has been reported to will be responsible to verify and report the outage to the appropriate company to make repairs.
3. It will also be the responsibility of law enforcement to provide traffic control to ensure the safety of motorists until the outage has been corrected.

Santa Rosa County Emergency Management

Subject: County and State Road Contacts

Revised: 03/12/2010

Section: 6 Number: 7

Effective: 12/18/1996

Summary: **County Road and Bridge: 626-0191 or 994-5721. Office hours Monday through Thursday 6:30 a.m. – 5:00 p.m.**

Friday: 7:00 a.m. to 3:30 p.m.

Department of Transportation: 981-3000 Monday through Thursday 6:30 a.m. – 5:00 p.m.

1. Calls received during normal business hours should be transferred or information relayed to the County Road and Bridge Department or the Department of Transportation (DOT).
2. For the County Road and Bridge after normal business hours and for emergency situations only refer to the “on-call” book located in the EMC. Make sure you obtain the necessary information for the on call person to respond the correct equipment and resources. Try cell phone and home phone numbers provided before moving on.
3. If the employees listed in the “on-call” book cannot be reached, the following Road Foreman shall be contacted according to which area the problem is in:
 - a. West Zone – Pace, Avalon, Garcon Point.
Kenny Goodson
 - b. East Zone – Milton, Bagdad, Munson Hwy, Harold, East Milton, north of Yellow River,
David Thomas
 - c. North Zone – Jay, Chumuckla, Fidelis, Berrydale, north of Berryhill Rd. and west of Pond Creek, west of Hwy. 87 N,
and east of 87 N. north of Coldwater Horse Trail.
Robert Kelly
 - d. South Zone – South end of the county
Terry Stephens
4. For the DOT (state roads) after normal business hours and for emergency situations only call:
 - a. **After hour contact for roadway damage /assistance for areas north of I-10: 850-698-2941**
 - b. **After hour contact for roadway damage /assistance for areas south of I-10 contact Transfield Services: Our emergency phone number: 850-585-5455 and a beeper as back up: 877-240-3051.**
 - c. **After hour contact for navigational / roadway lighting: (850) 698-2929.**

Section: 6 Number:7

5. Home phone numbers are not to be released.
6. The appropriate road department will be contacted for any type road hazard needing immediate attention including but not limited to:
 - a. **Dead animals or debris causing a traffic problem.**
 - b. **Road / bridge wash out or damage presenting an immediate hazard.**
 - c. **Road / bridge blockage presenting immediate hazard.**
 - d. **Tacks / nails in road.**
 - e. **Roads / bridges that are flooded or iced over.**
7. For road obstructions or other road hazard not posing an immediate danger you can email Road and Bridge by opening the county paging system and scrolling down to “Web Email – Public Works” and sending the notification. They will then address the issue on the next regular business day.
8. In the event the previous numbers are not working for FDOT or Transfield Services try the following:
Transfield Services (on call phone): 585-5455
Transfield Services (on call pager): 877-240-3051
Transfield Services: 678-2993
Steve Hunt (FDOT Milton Operations Engineer): 698-2461
Danny Page (FDOT Emergency Management): 260-5482
Tommy Cook (FDOT Maintenance Engineer): 260-5046
9. You can also contact the State Warning Point at anytime to make the appropriate contact if you are unsuccessful.

Santa Rosa County Emergency Management

Subject: Trauma Intervention Program (TIP)

Revised: 03/12/2010

Section: 6

Number:8

Effective: 06/06/1995

Summary: **Trauma Intervention Program (TIP) is available to Santa Rosa County for any type traumatic incident. To contact TIP on call personnel dial 934-6654, which is a voice mail service.**

1. TIP may be contacted for a various number of situations that involve trauma to an individual.
2. TIP may be requested by any public safety agency.
3. It is recommended that the EMC remind the EMS crews, fire crews, etc. of TIP by asking if TIP is needed at the scene after death has been verified.
4. Obtain an ETA from the TIPS Volunteer.
5. If law enforcement is also on scene, notify their dispatch that TIPS has been notified. This will eliminate a duplication of services.

Santa Rosa County Emergency Management

Subject: School Transport Emergency Contacts

Revised: 03/12/2010

Section: 6 Number:9

Effective: 06/06/1995

Summary: **In case of an emergency at the Santa Rosa County School Transportation Department (6554 Firehouse Rd.) or with a school bus, contact one of the persons listed below.**

1. Notification should be made in the order listed until someone is contacted:
 - a. **Laura Warren 983-5100 (w) 554-3877 (c)**

 - b. **Jud Crane 983-5130 (w) 380-7250 (c)**

 - c. **Joey Harrell 983-5123 (w) 791-4925 (c)**

 - d. **Tim Wyrosdick 983-5010 (w) 777-7762 (c)**

2. If there are 5 or more injuries refer to the MCI policy.
3. Notify Emergency Management utilizing the “EM ADMIN NOTIFICATION” group located in the county email.
4. The EMS backup radio located at Position #1 has the three school bus radio frequencies located as follows:
 - a. **Channel 7 – Central area buses**
 - b. **Channel 8 – South end buses**
 - c. **Channel 6 – North end buses**

Santa Rosa County Emergency Management

Subject: High Angle Rescue Team

Revised: 03/12/2010

Section: 6 Number: 10

Effective: 01/30/1996

Summary: **Champion has advised us that they have a High Angle Rescue Team that may be utilized in our county if needed. They may be contacted as listed below.**

1. During the hours of Monday through Friday, 7:00 a.m. – 3:00 p.m., call Steve McNair at 968-4206.
2. Contact security at 968-4291 during all other hours or if contact cannot be made with Steve McNair.
 - a. **Security will page the High Angle Rescue Team.**
3. Provide all pertinent information needed for the High Angle Rescue Team to respond appropriately.
4. A case report will be made when the High Angle Rescue Team is dispatched by the EMC.

Santa Rosa County Emergency Management

Subject: Risk Management

Revised: 03/12/2010

Section: 6 Number: 11

Effective: 02/13/2003

Summary: **Following are the procedures for notification of the Risk Management Department and Communications Director in event of injuries sustained on county property and/or by on duty county employees.**

1. DeVann Cook, H.R. Director, Melissa Lloyd with Human Resources and the Emergency Services Coordinator, are to be notified if any employee, vehicle or equipment of the Board of County Commissioners, Sheriff's Office, Clerk of Court, Property Appraiser, Tax Collector or Supervisor of Elections is involved in an accident with or without injury while on duty or in the course of their employment, as soon as time allows. This includes any officer related shooting occurring in Santa Rosa County.
 - a. **Devann Cook can be reached during normal business hours at 983-1863 or on the Nextel or after hours by county pager or at home 994-8776.**
 - b. **Melissa Lloyd can be reached during normal business hours at 983-1863 or after hours at 626-1247 or her personal cell 572-0308.**
2. If you become aware of any accident or injury that occurs on county property whether it is a citizen or employee, notification will made to the same personnel as listed above.

Santa Rosa County Emergency Management

Subject: Town of Jay Utilities

Revised: 03/12/2010

Section: 6 Number: 12

Effective: 02/19/2003

Summary: **To develop and maintain policies and procedures for dispatching Town of Jay Utilities to include water, sewer and natural gas in their service area.**

1. Any request for assistance for water, sewer or natural gas problem within the confines of the Town of Jay Utilities service area, the following contact can be made.

a. During business hours or after hours the following number can be utilized: 675-4556. This phone number is forwarded to the on call personnel automatically during non-business hours. Note: If this is a possible natural gas leak dispatch the appropriate fire department along with the Town of Jay Utilities.

Santa Rosa County Emergency Management

Subject: Building Maintenance-After Hours

Revised: 03/12/2010

Section: 6

Number: 13

Effective: 04/21/2003

Summary: **To develop and maintain policies and procedures for notifying personnel with the Santa Rosa County Building Maintenance Department.**

1. If the problem is with the Emergency Management Facility contact Scott or Brad prior to contacting Building Maintenance. In the event you need Building Maintenance to respond to a problem at a county maintained building or park after normal business hours page "Building Maint On Call". Allow 15 minutes, if no response has been given page a second time and allow 5 minutes. If no response has been given after the second page refer to the Building Maintenance on call schedule and attempt to make contact with the numbers provided for the on call person. If contact is still not made contact the following personnel in order at home first then by Nextel and pager.
 - a. Francis Brown
 - b. Billy Brown
 - c. Robert Obcena)
 - d. Jeremy Cotton)
 - e. Rod Hardy)
 - f. Chad Pitman)
 - g. Eddie **Stewart**)
 - h. Brent Hendricks
 - i. If unable to contact any of the above personnel contact Mike Brown at

3. In the event there is a problem at a sewage lift station located at any of the county parks or property after hours. Panhandle Alarm Company may contact the EMC to request Building Maintenance or you may receive a call from an individual at the sites that are not alarmed. They need to provide the EMC with a site number and/or the address the problem is located at. Follow the above procedure (#2) to contact the on call personnel.

Santa Rosa County Emergency Management

Subject: Public Libraries

Revised: 03/12/2010

Section: 6 Number: 14

Effective: 07/02/2004

Summary: **To develop and maintain policies and procedures for notifying personnel for building and grounds maintenance for the Milton Library.**

1. In the event you need Building Maintenance to respond to one of the county Libraries after normal business hours page "*Building Maint On Call*". Allow 15 minutes. If no response has been given page a second time and allow 5 minutes. If no response has been given after the second page refer to the Building Maintenance on call schedule and attempt to make contact with the numbers provided for the on call person. *Exception: The public library located in Jay is handled by Jay City Hall, 675-4556. If you cannot contact someone at that number refer to the Library on-call schedule located in the On-call book.*
2. If you need to contact someone in the Library administration for other matters contact the following in the order listed.
 - a. **During Office Hours: 623-5565**

 - b. **After Office Hours: See the "On Call Schedule" located in

dispatch.**
3. In the event there has been damage done to one of the Library facilities you will need to contact DeVann Cook.

Santa Rosa County Emergency Management

Subject: State Attorney's Office-After Hours

Revised: 03/12/2010

Section: 6

Number: 15

Effective: 04/20/2007

Summary: **To develop and maintain policies and procedures for notifying personnel for emergency access into the State Attorney's Office located above the SRC Administrative Complex.**

1. In the event you need Building Maintenance to respond to the State Attorney's Offices after normal business hours page "*Building Maint On Call*". Allow 15 minutes. If no response has been given page a second time and allow 5 minutes. If no response has been given after the second page refer to the Building Maintenance on call schedule and attempt to make contact with the numbers provided for the on call person.
2. You will also need to contact one of the following personnel with the State Attorney's Office to provide access to their offices. Please call in the order listed until you reach someone. These numbers are CONFIDENTIAL and will not be released to anyone.
 - a. **Rich Furmaniuk**
 - b. **Jeff Shuler**

Santa Rosa County Emergency Management

Subject: CSX Railroad
Section: 6 Number: 16

Revised: 03/12/2010
Effective: 04/03/1995

Summary: The following are CSX officials responsible for operations at Pensacola and numbers for emergency contact regarding train movement, crossing gate / signal light malfunctions, track problems at crossings, etc. for all Northwest Florida (Century to Chattahoochee).

- 1. Stopping trains in emergencies, derailments, etc. contact the Public Safety Coordination Center at 1-800-232-0144.**
- 2. Reports of damage or malfunction of signals, gates and crossings should be reported to 1-800-232-0144.**
- 3. Maintenance at crossings to include potholes, protruding spikes or other safety issues involving traffic call 1-904-381-2139.**
- 4. Other contact personnel are listed in the CSX Information book located in the EMC.**

Note: Be prepared for calls from residences in the area southwest of the Air Products spur crossings on Mulat Rd.

Section 10 – Communications Division Hurricane Plan

10-01 to 10-02

Hurricane Categories

10-03 to 10-05

Hurricane Plan

10-06

Hurricane Call Taking Questions

Section: 10 Number: 1

- b. Category 2 – Winds of 96 to 110 MPH. Considerable damage to shrubbery and tree foliage, some trees blown down. Major damage to mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials of buildings, windows and door damage. No major wind damage to buildings. Considerable damage to piers, marinas flooded and small craft in unprotected anchorage torn from moorings.
- c. Category 3 – Winds of 111 to 130 MPH. Foliage torn from trees, large trees blown down. Practically all poorly constructed signs blown down. Some damage to roofing materials of buildings, some window and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at coast and many smaller structures near coast destroyed larger structures near the coast damaged by battering waves and floating debris.
- d. Category 4 – Winds of 131 to 155 MPH. Shrubs, trees and all signs are blown down. Extensive damage to roofing materials, windows and doors. Complete failure of roofs on many small residences. Complete destruction of mobile homes. Major damage to lower floors of structures near shores due to flooding, floating debris and battering by waves. Major erosion of beaches.
- e. Category 5 – Winds greater than 155 MPH. Shrubs, trees and all signs are blown down. Very severe and extensive damage to windows and doors. Complete failure of roofs on many residences and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes.

Santa Rosa County Emergency Management

Subject:
Hurricane Plan-
Operational **Revised:**
03/05/2010

Section: 10 Number: 2 Effective: 05/17/2005

Summary: In the time of disaster and / or major emergencies, the Emergency Management Communications (EMC) personnel will be placed on immediate stand by. If weather conditions are severe in Santa Rosa County, all personnel must be prepared to report to work and stay for an extended period of time. It is recommended that personnel bring adequate supplies of toiletries, clothing, snacks, medications, and etc. to last at least forty-eight hours. The type of emergency will determine the number of personnel needed and the length of time they may be required to stay. Personnel should prepare their homes and personal belongings within forty-eight hours of predicted landfall and be prepared to assume duty assignments as scheduled. All other personnel will be on emergency call and notified when to report for duty as needed.

1. The following procedures are for the Communications Division only and are not intended to conflict with or change any plans or policies existing from the Emergency Management Division and / or the State Division of Emergency Management.

I. Hurricane Condition #4:

- a. The Communications Supervisor will be notified and report to the Emergency Operations Center for a briefing with the Emergency Services Coordinator and other agencies involved.
- b. Communications Specialists should check pagers to ensure they are functioning properly and will be required to monitor pagers until the threat of a hurricane is past. If you are placed on call you will be provided with 2 hours of pay per day.
- c. Radio Maintenance will be contacted and will conduct a maintenance check on tower equipment and generators.
- d. The Emergency Management Director will notify the Computer Department and brief them on the situation.

II. Hurricane Condition #3:

- a. All EMC Management Team will be placed on stand by alert.
- b. Communications Specialists will be placed on stand by alert.
- c. The on duty EMC Specialists will make preparations for manual dispatching in the event of CAD and power failure.
- d. Personnel should prepare their homes and personal belongings.

III. Hurricane Condition #2:

- a. Management Team will report to the EMC for duty.
- b. Communications Specialists will report to the EMC for duty as called.
- c. An employee from the Computer Department will report to the EMC (at the discretion of the Emergency Services Coordinator).
- d. Briefing will be held in the radio room and Specialists will be assigned duties.
- e. All other personnel to be called in as needed with consideration to safe response and road travel.

IV. Hurricane Condition #1:

- a. All EMC operations should be fully activated.
- b. All Emergency Operations Center (EOC) operations will be fully activated.
- c. "EMERGENCY RULE" will be invoked and all EMD and EFD duties will be suspended. It will be up to the Shift Supervisor to assign a priority to calls based on the information provided by the call taker.
- d. All Specialists and anyone taking calls will refer to the pre-designed questions provided specifically for hurricane conditions to ensure proper information is being gathered.

2. The following duties will be assigned during this disaster:

- a. Communications Supervisor – Duties assigned by the Emergency Services Coordinator during briefing. Coordinate and assign duties for the EMC. Conduct daily briefings with the EMC.
- b. Shift Supervisor – Coordinate and prioritize calls being received by the EMC. The Shift Supervisor will not work a position and will be available to all Specialists for relief and assistance.
- c. Radio Operators – Receives and transmits all pertinent information and documents incident information.

Section: 10 **Number:** 2

- d. Phone Operators – Receives and transfers all incoming calls to the appropriate agency or volunteer representatives. Maintain a message log, relays, and processes information as needed.
- e. Runner – Relay messages between appropriate personnel and other duties assigned by the Communications Supervisor. Activate community alert system as instructed by the Emergency Management Director, Emergency Services Coordinator or Communications Supervisor.

3. Support Services:

- a. E9-1-1 Coordinator – Responds to the EMC to ensure the 9-1-1 system is operating properly. Coordinates repair to system as needed.
- b. Computer Services – Will respond to the EMC as required by the Emergency Services Coordinator. A back up tape will be made copying all recent computer data.
- c. As conditions warrant, additional Specialists may be called for duty and will be assigned duties upon arrival.

4. Recovery Operations:

- a. Recovery duties will be assigned after the Emergency Management Director completes initial damage assessment. Communications Specialists may be required to work in a remote Command Post area.
- b. Specialists that were not called to duty during the actual hurricane conditions will be the first to be assigned recovery duties.
- c. Entrance to the EMC will be allowed to essential personnel having immediate business in the EMC.
- d. All leave requests approved prior to the hurricane will be rescinded and no leave may be granted for a period of up to 30 days after a hurricane has impacted Santa Rosa County unless extenuating circumstances exist.

Santa Rosa County Emergency Management

Subject:
Hurricane Call Taking
Revised:

03/05/2010

Section: 10 Number: 3 Effective: 05/17/2005

Summary: During a hurricane there will be times when the “Emergency Rule” will be invoked by the EMC. While the time frame will vary from storm to storm the EMC Specialists need to have a list of hurricane specific questions in place. This will ensure adequate information is gathered for responders when conditions allow them to begin rescue and recovery operations.

- 1. Name, address and phone number will be obtained from all callers. ***In addition to an address it is very important to get some sort of house description i.e. 3rd house on the left after you turn north from Highway 98 on College Dr. This is important in the event the numerical address has been blown off, structure collapse or the structure is partially submerged.**
- 2. How many persons are in the structure?**
- 3. Are there any injuries to anyone in the structure? If so, what type of injuries and how many are injured?**
- 4. Can you safely seek shelter in another portion of the structure?**
- 5. Can you access the attic or upper floor? If so, do you have an emergency escape in the event the attic space is compromised by flooding or collapse?**
- 6. Are there any flotation’s nearby you can get? I.e. life vest, air mattress, tire inner-tube, pool float, surf board, canoe.**
- 7. If you discover you are safe and no longer require emergency evacuation after the storm please call back to advise us to cancel. This will free up responders for other locations they may be needed.**