Civic Center Complex Response and Emergency Procedures

333.1   CITY SECURITY SYSTEM
Communications personnel will follow the Building Security / Employee Identification procedures related to the city security system. Additions to that procedure are detailed below:

The alarm system is complex and there may be times when the system may fail. When this occurs, it may lock all electronic doors and gates throughout the complex. If that occurs, the following steps will be followed:

(a) Notify building maintenance, regardless of the hour.
(b) To unlock all electronic doors manually, activate the switch, which has been installed in the radio room for this purpose. To unlock all the doors, turn this switch to the “ON” position.

Only use this manual switch during normal city business hours.

333.2   POLICE FACILITY EMERGENCY RESPONSE
The Irvine Police Facility is equipped with alarms to be used in emergency situations. These are in addition to the alarms monitored by the City Hall Complex Security System. Panic alarms are located at the Irvine Police Department Business Desk (front desk), in the custody facility, and in Property. The following procedures shall be followed in the event of an alarm activation.

Custody Facility Emergencies
Communications personnel will follow procedures on, “Response to a Custody Facility Emergency.” Additional direction for the handling of these alarms below:

When the alarm is activated in the custody facility, an audible “kazoo” notification is activated on the panel below the “Intercom Interface Switcher,” which is located below the video wall. To reset the audible tone, press the red button on the panel (just above the talk/listen switch).

The secondary dispatcher will then announce twice over the police paging system: “Code 9 in the jail,” and generate a call for service using the event type “CODE9 – Station Emergency,” and the subtype “JAIL.”

At least two officers should be dispatched Code 3 to the custody facility. The Watch Commander shall coordinate the tactical response of the responding units.

The secondary dispatcher shall monitor the custody facility security cameras to determine if any police personnel are in distress. Continuous monitoring shall be done until the situation is stabilized.

When communications personnel have been advised of a “Code 4,” they shall broadcast “Code 4 in the jail” via radio and over the police paging system.
Civic Center Complex Response and Emergency Procedures

Front Desk Emergencies

In the event of a front desk panic alarm activation, the secondary dispatcher shall announce twice over the police paging system: “Panic at the front desk,” and generate a call for service using the event type “PANIC,” and the subtype “FRNT_DESK.” At least two officers should be dispatched Code 3 to the front desk while the secondary dispatcher attempts to make contact with front desk personnel to determine the nature of the emergency. The Watch Commander shall coordinate the tactical response of the responding units. The dispatcher must then monitor the front desk security cameras to determine if any police personnel are in distress. Continuous monitoring shall be done until the situation is stabilized. When communications personnel have been advised of a “Code 4,” they shall broadcast “Code 4 at the front desk” via radio and over the police paging system.

Property and Evidence Emergencies

In the event of a property panic alarm activation, the secondary dispatcher shall announce twice over the police paging system: “Panic in Property,” and generate a call for service using the event type “PANIC,” and the subtype “PROP.” At least two officers should be dispatched Code 3 to the Property Department while the secondary dispatcher attempts to make contact with property personnel to determine the nature of the emergency. The Watch Commander shall coordinate the tactical response of the responding units. The dispatcher must then monitor the property security cameras to determine if any police personnel are in distress. Continuous monitoring shall be done until the situation is stabilized. When communications personnel have been advised of a “Code 4,” they shall broadcast “Code 4 in property” via radio and over the police paging system.

City Hall Front Desk Emergencies

In the event of a City Hall Front Desk panic alarm activation, the secondary dispatcher shall announce twice over the police paging system: “Panic at the City Hall front desk,” and generate a call for service using the event type “PANIC,” and the subtype “CITY_HALL.” At least two officers should be dispatched Code 3 to City Hall while the secondary dispatcher attempts to make contact with City Hall personnel to determine the nature of the emergency. The Watch Commander shall coordinate the tactical response of the responding units. The dispatcher must then monitor City Hall security cameras to determine if any police personnel are in distress. Continuous monitoring shall be done until the situation is stabilized. When communications personnel have been advised of a “Code 4,” they shall broadcast “Code 4 in City Hall” via radio and over the police paging system.

City Yard/OSF Emergencies
In the event of a City Yard/OSF panic alarm activation, the secondary dispatcher shall generate a call for service using the event type "PANIC," and the subtype "CITY_YARD." At least two officers should be dispatched Code 3 to the City Yard while the secondary dispatcher attempts to make contact with City Yard personnel to determine the nature of the emergency. The Watch Commander shall coordinate the tactical response of the responding units.

When communications personnel have been advised of a "Code 4," they shall broadcast "Code 4 at City yard" via radio.

333.3 POWER FAILURE PROCEDURES

In the event of a complete power failure at all positions in the Communications Center (i.e. no CAD, no Viper, no radio, no network – email, Internet, other supported programs) where it can be verified that only Communications is affected but the rest of the building has power, on-duty personnel shall place the uninterrupted power supply (UPS) in bypass mode. When the UPS is placed in by-pass mode, Facilities shall be notified.