

Memo

Date: April 1, 2011

RE: Dauphin County and City of Harrisburg Contingency
Plan for Transfer of 911 Services

In anticipation of the City of Harrisburg's transfer of 911 services to Dauphin County's 911 Communications Center, the Harrisburg Bureau of Police Communications Center/911 (HPD) and Dauphin County Emergency Management Agency (DEMA) developed a joint contingency plan. The transition of Harrisburg Police Dispatch Services to DEMA is expected to occur on or about June 26, 2011.

This plan, which has been tested to ensure feasibility, establishes a process, workflow and notification procedure in the event that Harrisburg Police Dispatch Services have to be transferred to DEMA prior to the permanent transfer of services. The contingency plan outlines a series of action steps required if the transfer occurs before the target date to ensure public safety and emergency call services are not compromised.

Transfer of 911 Services / Contingency Plan

Harrisburg Bureau of Police Communications Center/911 (HPD)

Dauphin County Emergency Management Agency/911 (DEMA)

Purposes: Establish a process, workflow and notification procedure in the event that Harrisburg Police Dispatch Services have to be transferred prior to the permanent transfer of services

▪ **Criteria/Requirement for transfer of services.**

- HPD operating with
 - < (2) two telecommunicators / Planned or unplanned
- HPD System(s) failure
 - Phones
 - Radios
 - HVAC
 - Emergency evacuation of facility

▪ **Options 1**

HPD Communications staff will notify DEMA that the 911 trunks are to be transferred to DEMA. HPD Communication staff will respond and process 911 calls and radio traffic at DEMA's facility.

▪ **Option 2**

HPD Communications staff will notify DEMA that the 911 trunks are to be transferred to DEMA. ***But HPD Staff will NOT be responding or present at DEMA, But will have radio dispatch staff at HPD communications.*** DEMA will increase staff as required. DEMA staff will answer 911 calls and forward calls to HPD as currently done with other county police communication centers (PSP/CDC, Derry PD and Middletown) Calls will be routed to Police 2 and forwarded to HPD for radio Dispatch. HPD will utilize Inet viewer to assist in the management of the calls.

▪ **Options 3**

- HPD Communications staff will notify DEMA that the 911 trunks are to be transferred to DEMA. **HPD will not be able to provide Telephonic, radio dispatch or staff.** DEMA will increase staff, answer 911 calls and provide radio dispatch.
 - **There is a possibility that full CAD operations may not be fully implemented**

- If Option 3 is an unplanned implementation, DEMA would request a command police officer or designee to respond to DEMA and provide assistance for call prioritization until the situation is considered stable by HPD and DEMA.

- **Notifications**

- **HPD**

- On Duty OIC (Cpl/Sgt/Lt)
 - Technical Services Captain
 - Duty Captain
 - Chief of Police

- **DEMA**

- Director
 - Will instruct on Commissioner/Chief of Staff/PIO notifications
 - Manager or Technical Services
 - Will provide guidance of notifying appropriate technical staff
 - Manager of Operations
 - Will provide instruction on staffing and operational needs.
 - Assistant Manager of Public Safety Communications
 - Assist with Operational requirements
 - Assistant Manager of Planning/Training /Response
 - Situational Awareness and assistance as required
 - Public Information (media contact will not always be required)
 - Is there a need for public notification (Director/BOC/PIO)
 - PEMA
 - Mass fax to media (template is on the server)
 - EAS
 - ECC Supervisor
 - Make notifications
 - Sit Manual
 - PEMA if required
 - Document Events
 - Prepare workstations for HPD Staff
 - ID Badges (**Option1**)
 - Prepare media template if directed

Emergency Plan Timeline (times are estimates)

00:00 Notification from HPD to DEMA

00:05 DEMA Staff Notified

00:15 VZ Contacted to forward 911 Trunks to DEMA 911

00:20 Forward CLEAN to DEMA

City Provides Officer Line Up

00:30 HPD Communications Staff Onsite

00:60 HPD Command Staff on Site to Provide Direction with Call Priority (if reg'd)

02:00 911 Trucks Transfer Completed and Tested (Max two hours)

Additional DEMA Staff on Site

ACTION ITEMS:

Update Officers in CAD

Update Vehicles in CAD

717-255-3131 – HPD to push to the city booking desk (Option 3 only)

With the exception of Option 3 HPD will have staff at the HPD Communications Center to monitor alarms until 4/01/2011