

## **GLENDALE POLICE DEPARTMENT**

**POLICY: 331**

**DATE: August 1, 2019**

**SUBJECT: Emergency Operations**

### **I. Purpose**

The Emergency Operations policy is a guide for managing a natural or man-made disaster, emergency, or other critical incident that affects the community. The intent is to provide the on-scene supervisor with procedures for coordinating efforts with other agencies and resources necessary to effectively manage a large scale event.

The level of resources required to manage an incident will depend upon the type, scope and duration of the event. Glendale is a member of Zone A of the Milwaukee County Office of Emergency Management (OEM).

The Field Services Captain is responsible for developing response plans for critical incidents and large scale events.

### **II. Policy**

- A. The Incident Command System (ICS) is to be used when dealing with disasters, emergencies or other critical incidents.
- B. The primary police responsibilities when responding to disasters and emergencies are:
  - Protection of life, safety, and property.
  - Scene security and perimeter control.
  - Traffic and crowd control.
  - Public warnings and evacuation.
  - Protection of critical facilities and resources.
  - Investigation of criminal activity.

### **III. Command and Control**

- A. The ranking supervisor at the scene shall assume command of the incident unless relieved by a higher-ranking officer in the Chain of Command. The Incident Commander is responsible for command and coordination of all resources at the scene, including personnel and resources from other agencies. For events involving multiple disciplines, a unified command should be established.

B. Supervisor Protocol

When confronted with a disaster, emergency or other critical incident the on-scene supervisor should follow this basic outline to help establish control of the situation.

1. Determine scope of incident (casualties/damage) and whether the incident has the potential to expand or escalate.
2. Establish a command post near the scene. Institute ICS and establish additional assignments as necessary. Situation maps are available in the staging kit, incident command briefcase, and SMART manuals. Reference Emergency Operations Checklist.
3. Establish a perimeter, identify safe entry/exit routes and provide for traffic control. Commence primary police services. Protect critical facilities and resources where appropriate.
4. Determine communications needs, which may include restricted frequencies, interoperability with responding agencies, and additional dispatch and desk personnel. In the event that the Bayside Communications Center becomes inoperable, the back-up dispatch site is Oak Creek PD.
5. Determine manpower needs: immediate needs, long-term needs and maintenance of police coverage of unaffected areas. Mutual aid, SMART and mobilization of off-duty personnel should be considered when necessary. Make emergency notifications.
6. Determine equipment needs and availability. If necessary equipment is not available, it may be requested from other agencies or rented/purchased upon approval of the Chief of Police or his designee. Determine transportation needs and arrange for transportation of officers from staging area to assignments.

7. Assign a PIO to provide media briefings. The PIO can also provide public information duties and help maintain community relations.
8. Establish liaison to coordinate with involved agencies. As needed, assign the Court Officer or other liaison to coordinate with the District Attorney's Office on matters of prosecution and legal authority.
9. Establish procedures for returning to normal police operations once the incident has ended. Includes site clean up or security, accounting and release of personnel and equipment, and assignment of any post-occurrence duties. Ensure that all necessary reports are completed and prepare an after-action report if requested.

#### **IV. Procedures**

##### **A. Natural Disasters, Floods, Severe Weather**

1. Identify affected areas.
2. Establish perimeter, re-route traffic.
3. Notify other agencies as needed:
  - NSFD, DPW, Gas, Electric.
  - Hospitals
  - Media
  - Surrounding jurisdictions.
  - SMART
  - Emergency Management.
4. Public warnings and evacuation if required.

##### **B. HAZ-MAT Incidents**

1. Establish perimeter, re-route traffic. Consult with DOT Emergency Response Guidebook to determine safe distances. Wind direction and weather conditions may affect perimeter size and safe traffic routes.
2. Coordinate with NSFD, Unified Command.
3. Notify other agencies as needed:

- DPW, Gas, Electric.
- Hospitals
- Media
- Surrounding jurisdictions.
- SMART
- Emergency Management.

4. Public warnings and evacuation if required.

#### C. Man-Made Disasters

Man-made disasters include such incidents as active shooters, explosions, acts of terrorism, and airplane or railroad accidents.

1. Attempt to stop active threats to life and safety.
2. Establish perimeter, re-route traffic.
3. Be aware of possible nuclear, biological or chemical contamination.
4. Notify other agencies as needed:
  - NSFD, DPW, Gas, Electric.
  - FBI, Joint Terrorism Task Force.
  - ATF, Bomb squad, FAA
  - Hospitals, Medical Examiner.
  - Media
  - Surrounding jurisdictions.
  - SMART
  - Emergency Management.
  - Fusion Center
5. Treat as a criminal investigation until ruled otherwise. Protect and preserve possible evidence.
6. Public warnings and evacuation if required.

#### D. Civil Disturbances

1. Establish perimeter, re-route traffic. Establish safe entry areas for emergency personnel.
2. Protect critical facilities and resources.



3. Attempt to de-escalate the situation. Establish escape route and funnel crowd towards it.
4. Safety takes priority over arrests. Use multiple officer teams and close support tactics. Activate North Shore Mobile Field Force.
5. Notify other agencies as needed:
  - NSFD, Gas, Electrical.
  - Hospitals
  - Media
  - Surrounding jurisdictions.
  - SMART, MCSO
  - Fusion Center
  - NS Mobile Field Force
6. Attempt to identify suspect leaders and main instigators, arrest if possible. Prepare contingencies in event of mass arrests.
7. Maintain secure area for prisoner control and medical attention.

## **V. Long Term Incidents**

In the event that an incident will last for an extended duration the Incident Commander should consider implementing the following procedures:

- A. Establish a plan for the orderly rotation and assignment of emergency personnel. Determine the need for an Emergency Operations Center. Determine the need to request aid from SMART, the State Patrol or National Guard. Military support is based upon a joint decision involving police administration, City officials, The State and the military. In the event that martial law is declared, the IC will coordinate enforcement authority and responsibilities with military officials.
- B. Provide on-scene facilities for the care and comfort of emergency personnel. The Red Cross can be helpful in providing food, shelter and sanitary facilities.
- C. Establish regular debriefings for on-coming/off-going personnel. This will help alleviate confusion and assist in rumor control.

- D. Coordinate release of information with the Public Information Officer. The PIO should be the only person authorized to provide media briefings.
- E. Provide regular briefings for other involved agencies and surrounding jurisdictions.
- F. Assign a records officer. The records officer will be responsible for ensuring that all aspects of the incident are thoroughly documented.
- G. Assign a liaison to coordinate with the other involved agencies.
- H. Establish procedures for returning to normal police operations once the incident has ended. Includes site clean up or security, accounting and release of personnel and equipment, and assignment of any post-occurrence duties.
- I. Advise other agencies and surrounding jurisdictions of termination of the crisis response.
- J. Complete a detailed after-action report of police operations associated with the incident.

## **VI. Public Warnings and Evacuation**

When necessary, the police department is responsible for public warnings and evacuation associated with a critical incident. There are several methods for conducting warnings and evacuations. The method(s) used should be based on the level of danger posed to the public.

- A. The Milwaukee County Office of Emergency Management has the ability to issue wireless emergency alerts. Alerts are text messages sent directly to mobile devices located within two miles of a designated geographic area. Text messages are limited to 90 or less characters. To send a Wireless Emergency Alert contact OEM at 257-4709. The supervisor will need to provide the location of the incident, text of the message, and the area the message should be sent.
- B. Door-to-door canvassing provides the best way to ensure that the majority of the target population has been notified. This method is very time consuming and manpower intensive and should be restricted to those areas in immediate danger. Officers conducting door-to-door notifications should maintain accurate records of who was contacted, whether or not they were evacuated, method of evacuation and the shelter they were assigned to.

- C. Warnings and orders to evacuate using the squads public address system allow for the quick notification of a target area but do not provide feedback on whether the notification was received. Officers using this method should broadcast from a stationary position.
- D. Notify local radio and television stations. Warnings, instructions and shelter locations can be updated as the needed. Desk personnel should be prepared to answer calls and provide information. When possible, a PIO should be assigned to perform this function.
- E. Shelter-in-Place

Should the Incident Commander decide that it is either too risky to evacuate a population or the duration of the release will be short, the IC may make the decision to shelter-in-place. If such decision is made, any special instructions should be included in the notification.

All-clear notifications should be made when the danger is no longer present.

#### Shelter Procedures/Locations

When possible, all preparations for evacuation and shelter should be made in cooperation with Emergency Management personnel. Prior to evacuation and shelter the Incident Commander needs to determine the location of available shelters, confirm that they are prepared to accept people, and determine how the evacuees will be transported to the shelter sites. The American Red Cross has trained Shelter Managers who are responsible for opening, closing, and operating shelter sites during an emergency. The Milwaukee County Transit System has buses available to assist in transporting evacuees.

Contact municipal Emergency Management personnel first.

American Red Cross	342-8680
Milwaukee County Emergency Management	257-4709
Milwaukee County Transit System	343-1776 or 937-3277

All numbers are staffed 24 hours.

Local Red Cross Shelter Sites:



Cardinal Stritch College	Capacity 200+
Nicolet High School	Capacity 400+
Glen Hills Middle School	Capacity 200+

In addition to these sites, other sites may be opened if necessary. Most local schools, nursing facilities and day care centers are designated as Shelter-in-Place sites. For further information regarding Shelter-in-Place and evacuation facilities refer to the Milwaukee County Emergency Operations Plan, Annex E, Evacuation & Shelter.

## **VII. Emergency Management**

The City Emergency Management Director (City Administrator) has primary responsibility for disasters that take place in the City. The Emergency Management Director will coordinate the response of municipal agencies and coordinate the response with county officials if county assistance is necessary.

The Incident Commander shall notify the Emergency Management Director if it is determined that the situation creates extreme peril to life and property.

All requests for assistance from the Milwaukee County Emergency Operations, Red Cross, or requests for shelters should first be directed to the Emergency Management Director whenever possible.

The police station has been designated as the primary command post for citywide emergencies. In the event that the Glendale police station becomes unusable, all police operations will be conducted from the Glendale Department of Public Works building or other suitable location.

## **VIII. Incident Command**

- A. The supervisor will establish a command post and institute the Incident Command System. The supervisor will act as the incident commander until relieved by a ranking authority.
- B. The incident commander shall exercise command and control over all resources committed to the incident and is responsible for the coordination of personnel and equipment. The incident commander is responsible for coordinating recovery efforts with emergency management personnel and preparing for demobilization.



C. The Department will conduct annual "All Hazard" training on the Emergency Operations Policy for affected personnel.

D.

**IX. Contact Information**

- DPW 333-1627
- WE Energies (800) 242-9137
- FBI 276-4684
- MCSO Bomb Squad 278-4788
- Medical Examiner 223-1200
- Fusion Center 935-7580
- STAC 935-7741
- ATF 297-3937
- State Patrol (262) 785-4700
- SMART 302-8000
- Milwaukee Co. Emergency Management 257-4709
- NS Mobile Field Force (BDPD) 371-2900

By Order of:

Mark Ferguson - Chief of Police

Replaces: Policy # 331 dated August 9, 2016

Review Date: June 30, 2022

Attachments: Emergency Operations Checklist  
Emergency Mobilization Plan  
Mass Arrest Procedures  
Incident Command System  
Mass Evacuation Traffic Plan