

"Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods."

ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE

1307.11, EMERGENCY OPERATIONS OPERATIONAL PLAN

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1. PURPOSE

This directive establishes an operational plan and procedures to effectively meet the demands imposed by a hurricane or other events requiring significant resources and coordinates with the Orange County Sheriff's Office, the City of Orlando's Disaster Operations Committee, and other agencies.

2. POLICY

It is the policy of the Orlando Police Department to provide necessary police services to the citizens of Orlando in the event of a hurricane or other event that requires significant resources from not only the Orlando Police Department, but also other departments within the City of Orlando, State of Florida, and federal agencies. The Department is committed to working with other providers of emergency services to assist those impacted/affected by storms or other significant events.

3. DEFINITIONS

Activity Log (ICS-214): A detailed record of notable activities at any ICS level, including single resources, equipment, Task Forces, etc. These logs provide basic incident activity documentation and a reference for any after-action report. These forms are required to reconcile work hours identified with special pay codes used on a member's Kronos Timecard for financial reimbursement during a declared disaster. (Attachment B)

Activation of the EOC: The Emergency Operations Center will be activated for incidents requiring a significant dedication of resources and/or extraordinary inter-agency coordination outside the realm of normal, day-to-day emergency situations.

City of Orlando Comprehensive Emergency Management Plan (CEMP): A strategic operations-oriented plan that addresses coordinating city and inter-city prevention, preparedness, mitigation, response, and recovery activities.

Disaster Operations Center (DOC): This is located within the Orlando Communications Center at 110 George DeSalvia Way.

Emergency Operations Center (EOC): The City of Orlando's Emergency Operations Center is a central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management. The EOC is located within the Orlando Operations Center at 110 George DeSalvia Way. When fully activated, the EOC will house up to 20 Emergency Support Function (ESF) positions and numerous supporting agencies.

Emergency Support Function (ESF): The City of Orlando uses 20 ESFs to align our organization along with the county. Law Enforcement is ESF-16.

Tactical Operations Command (TOC): an operational command post set up for the coordination of Orlando Police resources during longer-duration critical incidents or emergency operations. The Crime Center inside OPH will generally serve as the TOC and will be staffed in 12-hour shifts, by a Captain and non-patrol Sergeant.

4. PROCEDURES

4.1 STAFF ACTION GUIDES

As a part of the planning process, all division commanders will ensure the Staff Action Guide is available for all units under their command for each emergency classification level. Staff Action Guides will be reviewed and updated on a yearly basis, no later than June 1. It is the responsibility of the Orlando Police Department's Emergency Operations Managers to review all Staff Action Guides for compliance with the Department's and the City of Orlando's Disaster Operations Plans. The Staff Action Guides will be made available for review on OPD Online, under the "Admin" tab.

4.2 EMERGENCY OPERATIONS MANAGERS

Emergency Operations Managers are appointed by the Chief of Police to serve indefinitely. One manager will be the rank of captain and maintain overall responsibility for duties of the team of managers. The captain will serve as the emergency contact for the Department and will coordinate emergency operations and planning with the City of Orlando's Emergency Coordinating Officer.

The Emergency Operations Managers shall:

- a. Review, update, and maintain the Emergency Operations Operational Plan.
- b. Conduct training with the Department's management team.
- c. During the month of April, disseminate Staff Action Guides to division commanders for review and update prior to the beginning of the hurricane season, June 1st.
- d. The Emergency Operations Manager will meet with the Support Services manager to ensure necessary supplies are available for the upcoming hurricane season. Supplies should be available for use by June 1st of each year. These hurricane supplies should be segregated from the supplies utilized for non-hurricane related operations until the end of the hurricane season (November 30th).
- e. Monitor storm progress and advise the Chief of Police and their staff, as necessary.

4.3 HURRICANE PLAN ACTIVATION

The following terminology, based upon a "time from event" format, will be commonly used in determining preparedness levels of the Police Department as well as other City departments responding to a hurricane:

LEVEL 3 MONITORING

Possible danger 36-72 hours out.

Monitoring daily events and anticipating future action plans. The Orlando Emergency Manager is responsible for notifying members of the Emergency Management Team if an emergency and/or disaster requires their support or resources.

The City of Orlando's Emergency Manager shall monitor hurricane advisories and keep the Chief of Police informed of the hurricane's expected track and intensity. The Department's Emergency Operations Managers will ask Division Commanders to review their Staff Action Guides. These guides are found on OPD ONLINE, under the ADMIN tab.

LEVEL 2 PARTIAL/SPECIFIC ACTIVATION - ESF-16 (Law Enforcement)

Probable danger 24-36 hours out.

Partial Activation where only the incident-specific members of the City of Orlando Emergency Management Team will staff the EOC. The Mayor or Chief Administrative Officer is responsible for activating the EOC to Level 2.

When a hurricane is considered likely to pose a serious threat to Orlando, the Mayor or his or her designee will determine "civil emergency conditions" exist. The Chief of Police shall then direct the Department to be placed on hurricane alert. Also, when a hurricane alert is established, each bureau commander shall initiate a notification to personnel within his or her bureau. Notification shall normally be conducted through the chain of command. Each supervisor notified shall be responsible for notifying his or her subordinates and reporting back to his or her chain of command as soon as possible with a personnel status report. When notified, all personnel shall be advised that:

- a. Hurricane operations are expected to be implemented within 24 hours.

- b. All vacations and regular days off may be cancelled. Bureau Commanders or their designee will be responsible for coordinating and disseminating staff scheduling.
- c. The beginning of standby time shall commence at a specific time, following the current OPD/FOP CBA..

LEVEL 1 FULL ACTIVATION

Probable danger 12-24 hours out.

Full Activation where the EOC is fully staffed by the City of Orlando Emergency Management Team. The Mayor or Chief Administrative Officer is responsible for activating the EOC to Level 1.

The TOC will be established and staffed.

LEVEL 1 IMPACT

Imminent danger 0-12 hours out.

All personnel should seek safety.

LEVEL 1 RECOVERY

Post-storm impact.

Damage assessment begins.

4.3.1 STAFF DURING THE STORM

Due to the nature of hurricanes, the uncertainty of their course, and resulting uncertainty of their impact on the City of Orlando, each storm may require a different response. The Chief of Police and his or her staff, with input from the Emergency Operations Managers, will determine the Department's response to the storm. A plan for staffing will be determined that is appropriate for the situation. Restricted duty personnel may be used to augment staffing in areas deemed appropriate for their given status.

When the Chief of Police or his or her designee deems it to be appropriate, most sworn personnel may be given relief from duty to "ride out" the storm at home. Relieved personnel will be given a specific time to return to duty once danger to their family members and personal residence has passed. Personnel who are on active assignments must continuously monitor storm conditions to determine whether they can continue their current assignment. When conditions demand, generally determined to be 40 mph sustained winds, as reported by the EOC, the officers shall withdraw to safety. However, there may be instances when 40 mph winds are not sustained throughout the entire City. In those circumstances, with the approval of the watch commander and the knowledge of the EOC, officers may be dispatched to answer emergency calls for service to specific areas where winds are determined to be below 40 mph sustained winds. The on-duty Watch Commanders and supervisors will coordinate the release of personnel once relief personnel have reported for duty.

4.3.2 OTHER ESSENTIAL PERSONNEL

Other essential personnel not specifically mentioned in this policy, i.e., CSI and the Quartermaster Unit, shall be identified by the respective bureau commanders on an incident-by-incident basis.

4.4 HURRICANE OPERATIONS

Hurricane operations will be implemented for those situations in which the City of Orlando anticipates serious impact from a hurricane.

Under hurricane operations, OPD will employ the Incident Command System (ICS) – an alternative organization structure. The Department will operate under the ICS command structure until the conclusion of hurricane operations (see Appendix A). Assignments within the ICS will be made by the Chief of Police and his or her staff at commencement of hurricane operations based on availability of personnel.

The following delineates the implementation, procedures, and assignments for hurricane operations.

4.4.1 IMPLEMENTATION

The decision to implement hurricane operations shall be made by the Chief of Police, normally at least 12 hours before the storm's arrival in order to provide personnel with sufficient advance notice of specific shift assignments. A general management staff meeting will be held for all on-duty sworn and civilian managers to ensure information is disseminated in a timely manner.

Once the decision has been made to either implement hurricane operations or, in the event that the danger has ceased, cancel the hurricane alert, the bureau commanders shall again initiate the notification to all affected personnel within their bureaus. Division commanders shall formulate personnel assignments for hurricane operations following the guidelines set forth in this plan. If the plan does not address a particular division, the commander should equally divide all sworn personnel in that division into day and night Patrol shifts. Rosters should be routed to the Department's Emergency Operations Managers and the Patrol Services Bureau Commander. Officers should be told where to report and who to report to when they report for their shift. They will be instructed to come in full uniform.

For hurricane operations, most personnel shall be assigned to one of two 12-hour shifts, designated days and nights. The shifts shall change at a time determined by the Emergency Operations Manager, after consultation with the Chief of Police. Patrol squads will continue to stagger their reporting times as normal. When reporting for duty, all personnel shall have an extra change of uniform available.

Activity logs (ICS-214) (Attachment B) will be completed by each unit supervisor, detailing the work hours of personnel under their supervision. Significant events, to include disaster preparation, should be documented on the form. The completed ICS-214 reports will be routed to the OPD-EOC Manager at the end of their shift

4.4.1.1 REQUESTS FOR ASSISTANCE

Interdepartmental requests for assistance shall be routed through the chain of command in existence under the ICS. Requests for outside assistance (i.e., additional law enforcement personnel, significant resources from other City departments, National Guard, etc.) will be routed to the EOC. Requests for outside assistance will be routed through the Emergency Operations Center (EOC).

4.4.2 EMERGENCY, DISASTER, AND TACTICAL OPERATIONS CENTERS

The City of Orlando's Disaster Operations Center (DOC), and the Emergency Operations Center (EOC) will be opened upon the request of the City's Emergency Coordinating Officer. The DOC and EOC are located at the Orlando Operations Center. (Appendix B is a staffing chart for the Emergency Operations Centers.)

The Tactical Operations Command (TOC) will be established in the Crime Center at OPH and staffed. The TOC will serve as an inner-department resource management and decision-making center when the EOC is operational. The TOC is responsible for law enforcement operations. When outside resources are needed to accomplish department missions and tasks, the TOC will coordinate with the EOC to submit requests for specific/outside resources.

4.4.2.1 EMERGENCY OPERATIONS CENTER (EOC)

The Emergency Operations Center will be staffed as follows:

Day Shift: 1 Emergency Operations Manager (Captain) or (Lieutenant)
1 Community Service Officer

Night Shift: 1 Emergency Operations Manager (Lieutenant)

1 Community Service Officer

4.4.3 PATROL OPERATIONS

All patrol divisions will maintain their current shift configuration with regard to reporting times and locations. All vacations and regular days off may be canceled.

The CSO units shall be assigned to one of two shifts, 0700 to 1900 hours or 1100 to 2300 hours. Shift assignments will be determined by the three division commanders, ensuring available personnel are evenly distributed between the day and evening shifts.

4.4.3.1 OPH SECURITY

The SRO and Central Patrol Lieutenant will be responsible for OPH security. Staffing for this function shall initially consist of a lieutenant and one police officer. If the workload increases, contingency staffing may be assigned by the EOC or Support Services Division manager.

4.4.4 COMMUNITY SERVICE OPERATIONS

Command and staffing for Community Service Operations is defined below.

4.4.4.1 OPD FAMILY LIAISON/OPD SHELTER

In order to help alleviate family concerns of members assigned to duty for the duration of the hurricane, designated hotel conference rooms may be utilized as a shelter for the family members of OPD personnel only. Requests for assistance, or to check on the well-being of family members, should be directed to the EOC for assignment.

4.4.4.2 CITY OF ORLANDO EMPLOYEE EMERGENCY SHELTER SECURITY

The City of Orlando may establish one or more shelters for use by City employees and their families. The number and location of these shelters will be determined and announced prior to the implementation of hurricane operations. City of Orlando Employee Emergency shelter security will be staffed as follows:

Day Shift:	Drug Enforcement Division Lieutenant
Night Shift:	Drug Enforcement Division Sergeant

4.4.4.3 PUBLIC EMERGENCY SHELTERS LOCATED WITHIN THE CITY

Public Emergency Shelters in the City of Orlando are designated by the Orange County Director of Emergency Management and are based on the needs of both local and coastal area evacuations. The Orange County Director of Emergency Services will designate certain public schools to be used as public emergency shelters. DED sergeants will supervise each shift for public shelter security. As each school/shelter is opened, a minimum of two OPD detectives from DED shall be assigned to each, for both shifts, determined by the DED Commander.

*These sergeants/detectives are to be divided equally and assigned to either the day or night shift. SED detectives, not used for shelters, shall be used for contingency staffing in specific problem areas as they develop.

4.4.4.4 FOOD SERVICES

When hurricane operations are in existence for an extended period of time, it may be necessary to obtain food and beverage for on-duty personnel. Division commanders or their designee shall work with the City of Orlando's Purchasing Department to obtain necessary supplies. The ESU mobile food kitchen may be utilized.

4.4.4.5 PRICE GOUGING

During hurricane operations, any complaints of price gouging should be referred to the Orange County Consumer Fraud Unit, 415 N. Orange Avenue, P. O. Box 1673, Orlando, Florida 32802, 407.836.2490.

The Consumer Fraud Unit will set up a task force to receive complaints and investigate incidents of price gouging.

4.4.5 CRIMINAL INVESTIGATIONS DIVISION-INVESTIGATIVE TEAM

Criminal Investigations Division personnel shall be assigned to the two shifts by the Criminal Investigations Division commander. Each shift shall have a nucleus of one lieutenant, two sergeants, and six detectives whose duties will generally be limited to criminal investigation throughout hurricane operations. The nucleus for each shift will be staffed as follows:

Day Shift: Violent Crimes Section Commander
 Property Unit Supervisor
 Violent Crimes Unit Supervisor
 Violent Crimes Detectives (2)
 Property Detectives (2)
 Special Victims Unit Detectives (1)
 Homicide Detective (1)

Night Shift: Special Crimes Section Commander
 Property Unit Supervisor
 Violent Crimes Unit Supervisor
 Violent Crimes Detectives (2)
 Property Detectives (2)
 Special Victims Unit Detectives (1)
 Homicide Detective (1)

The remaining CID personnel will be assigned a Patrol sector and shift and told where and who to report to. These assignments will be coordinated with the Patrol Services Bureau Commander or their designee.

4.4.6 SPECIAL OPERATIONS DIVISION

Before an actual hurricane strike, coastal communities may be advised to evacuate. Depending on the location and predicted route of the storm, Orlando may serve as a host community for many evacuees. The Orange County Emergency Operational Plan provides for a detailed plan for the incoming traffic. The Police Department would be contacted by the Orange County Sheriff's Office to perform traffic control at many predesignated intersections. The Special Operations Division would be assigned to work most, if not all, of these intersections.

The Traffic Enforcement lieutenant will coordinate with Traffic Engineering protocol for emergency intersection management. Patrol supervisors will distribute traffic signal assessment forms to field units to document problems at signalized intersections once hurricane force winds have subsided. ICS-214 Forms will be distributed at briefings and turned in to the EOC once completed. The Traffic Enforcement lieutenant or his or her designee, in conjunction with Traffic Engineering, will access all information and determine which signals will be repaired, staffed, or barricaded. Any traffic-related issues arising pre/post storm will be communicated to the EOC.

4.4.7 AIRPORT DIVISION

The Division Commander may place officers not scheduled to work during hurricane operations on stand-by. The Airport Division will deploy personnel as follows:

Day Shift: One lieutenant (watch commander) and three patrol squads
 Inside Squad: Sergeant (1)

Officers (8)
Outside Squad: Sergeants (2)
Officers (12)

Night Shift: One lieutenant (watch commander) and three patrol squads

Inside Squad: Sergeant (1)
Officers (8)
Outside Squad: Sergeants (2)
Officers (12)

The investigative sergeant will facilitate the collection and documentation of all information related to costs associated with hurricane operations, i.e., FEMA and/or GOAA forms, City overtime tracking forms, etc. The investigative sergeant will also provide investigative services as needed.

During hurricane operations, the two Airport Division investigators will be reassigned to staff the Airport EOC, with one investigator during each shift.

The Airport Division Commander will have overall authority over airport police operations throughout the disaster. The Airport Deputy Division Commander, or designee, will maintain communications with the EOC to update airport operations.

The airport will work with GOAA officials to maintain safety and meet stranded travelers' needs.

The Airport EOC will work with the EOC to coordinate and update shelter information. The designated area shelter for the airport is determined by GOAA staff and Orange County Emergency Operations prior to the disaster. The closest shelter to the airport is generally used for airport evacuation.

Emergency hurricane operations will end at the direction of the Airport Division Commander and EOC

4.4.8 CRIME CENTER AND FORENSICS DIVISION

The Forensics Section personnel will be assigned by the Forensics Section Manager to ensure staffing requirements.

The Crime Center staff will be assigned to a 12-hour schedule, to include Crime Analysts and supervisors. (A/B days, evenings and midnights).

The Crime Center lieutenant will work Midnight A Rotation, the Crime Center midnight Sergeant will work B Rotation midnights. The Crime Center Division Commander will work A Rotation dayshift, and the Crime Center Dayshift Sergeant will work B Rotation dayshift.

Members of the Forensic Digital Lab will be assigned to the Crime Center Detective's stations on 12-hour shifts during A/B Rotation on days and Mids.

The Crime Center will be staffed 24-hours a day as follows:

Day Shift:

Crime Center & Forensics Division Commander - A shift

Crime Center Sergeant - B shift

Crime Center Analyst Supervisor (M-F - 8 hour days)

Crime Center Detective (1)

Digital Lab Detective (1)

Crime Analysts (2)

Evenings:

Crime Center Detective (1)

Crime Center Analysts (2)

Midnights:

Crime Center Detective (1)

Digital Lab Detective (1)

Crime Center Analysts (2)

4.5 SATELLITE PATROL STATIONS

Severe weather conditions associated with a hurricane may possibly disrupt radio communications with operational units. In that event, sectors will report to the following locations to receive calls by telephone in order to provide emergency service to citizens. The Fire Stations have auxiliary power.

East I	SODO; if non-operational, report to Fire Station #5 1818 S. Orange Avenue
East K	SECPO; if non-operational, report to Fire Station #8, 6651 Shoalcreek Drive <u>OR</u> Fire Station #15, 10199 S. Narcoossee Rd.
North B	NWCPO, 4801 Silver Star Road; if non-operational, report to Fire Station #9 3856 Center Loop
North C	NECPO (Primrose site), 501 North Primrose Avenue; if non-operational, report to Fire Station #4 900 North Ferncreek Avenue
West G	SWCPO, 6440 Raleigh Street; if non-operational, report to Fire Station #7 601 South Goldwyn Avenue
West E	SWCPO, 6440 Raleigh Street; if non-operational, report to Fire Station #12, 1588 Park Center Drive

At the beginning of each calendar year, each patrol division commander shall identify additional satellite patrol locations to house patrol officers.

4.6 COMMUNICATIONS

The following delineates the procedure whereby communications can be maintained in the event of a hurricane.

4.6.1 STAFFING ASSIGNMENT

When a hurricane alert is established, the Communications Division shall also implement a two-shift configuration. The afternoon shift will be split among the day and evening shifts. Normal staffing plus 50 percent shall be on duty at all times. Shift supervisors shall provide for additional staffing on the desk prior to the implementation of hurricane operations. Motorola and City telephone repair personnel shall be put on standby to respond to communications emergencies.

4.6.2 RADIO COMMUNICATIONS

Radio Communications will be maintained as outlined in the current issue of Department Policy and Procedure 1122, Police Radio Communications, Section 2.

In the event of a hurricane, Event 1 Talkgroup is designated as the OPD Management Talkgroup to facilitate communications between the EOC, the TOC, Communications, and Patrol Watch Commanders.

4.6.3 ALTERNATIVE METHODS OF COMMUNICATIONS

- a. When the radio system fails, the failsoft mode is activated and all portable 800 MHz radios convert to a conventional-type radio. Only the following talkgroups will be in operation:

PAT E
PAT W
PAT N
PAT D
INVEST – EOC COMMAND TALK GROUP

NOTE: NO TRUNKING FEATURES WILL BE AVAILABLE IN THIS MODE (I.E., EMERGENCY BUTTON, CALL ALERT, ETC.).

- b. When there is a complete system failure, no communication is possible via the radio. Should this occur, the Radio Operator shall:
 1. Notify the Communications supervisor.
 2. Notify Motorola.
 3. Notify the radio manager.
 4. Notify the Communications Manager
 5. Notify the Emergency Operations Manager and watch commander.
- c. When all radio talkgroups are inoperable, patrol units shall proceed to their designated satellite patrol stations to receive calls via telephone. The sector sergeant or his or her designee shall coordinate the assignment of calls received at the satellite patrol stations to patrol units. When a patrol unit completes a call, the officer shall telephone the sector sergeant at the satellite patrol station for further instructions. If the satellite patrol station cannot be reached by telephone, the officer shall return to his or her designated patrol station for additional assignments.
- d. If all communication capabilities are inoperable (radio and telephone), Communications will contact Orange County Emergency Management and request amateur radio operators respond to the Communications Division and satellite patrol stations.

4.7 PLANNING

4.7.1 PLANNING

Any analysis of problems or resources, projections, and status reports will be the responsibility of the Professional Standards Division. Requests of this nature may be directed from the Disaster Operations Committee, Chief of Police, or the EOC.

Staffing for this function will be from the Professional Standards Division. Extra personnel will be assigned from contingency staffing as needed.

The Professional Standards Training Section Commander will contact the Administrative Services Bureau commander to initiate Information Technology support for the entire length of hurricane operations.

4.7.2 DAMAGE ASSESSMENT LEVELS

There are four damage assessment levels used by the Orlando Police Department in the aftermath (post-storm) of a Hurricane. Damages or impacts to services will be reported to the EOC and documented. These impact

assessment levels help determine the demand for services and appropriate response by the government entities charged with recovery and/or the need for mutual aid assistance. See tables in Appendix C to determine Impact Level categorization.

4.8 MEDIA RELATIONS AND PUBLIC INFORMATION

A member of the Media Relations and Public Information Office will be assigned to day and night shifts as determined by the Media Relations and Public Information manager.

The Media Relations and Public Information Office will oversee Department social media platforms and will work with the Emergency Operations Manager and on-duty watch commander to establish a method of generating content of response and recovery by department personnel for social media.

The Media Relations and Public Information Manager or designee will act as a liaison with City Communications Staff and will notify the Chief of Police and Chief of Staff of any planned press conferences and/or media interviews.

The Media Relations and Public Information Manager or designee will work with the Emergency Operations Manager on internal messaging to the department.

The Media Relations and Public Information Office will respond to all media inquiries related to police public safety matters. Personnel who are contacted by the media, including watch commanders are instructed to send all media inquiries to the PIO office via email: opdpio@orlando.gov.

4.9 MILITARY SUPPORT/DIRECT ACTION RESPONSE TEAM (DART) ANTI-LOOTING TEAM

In the event the National Guard responds to Orlando to assist with storm recovery, one lieutenant (day shift) and one sergeant (midnight shift) from the Drug Enforcement Division (DED) will serve as liaisons. Additional staffing will be obtained from contingency staffing as needed.

The Direct Action Response Team will be staffed by the Special Enforcement Division. Any SED assignment will be determined by the EOC. DED members may augment patrol when not operating in a DART Team function.

4.10 PERSONNEL COORDINATOR

Contingency, unassigned, and volunteer staffing will be coordinated by the EOC commanders.

Assignment of these personnel will be made with the approval of the EOC.

4.11 LOGISTICS

Logistics shall be defined as Quartermaster, Fiscal, and Transportation. The Quartermaster Unit supervisor will be the manager in charge of logistics for day shift. A Quartermaster Unit worker will be in charge of logistics for night shift. Any fiscal requirements will be handled by the Police Fiscal Manager.

The following delineates procedures and responsibilities related to logistical support.

4.11.1 VEHICLE ASSIGNMENTS/KEYS

A hurricane and its aftermath place a high demand on the Department's vehicle fleet. To facilitate the efficient use of vehicles, managers assigned to hurricane operations shall make their vehicle requirements known to the Fleet Coordinator.

Section commanders shall ensure spare vehicles (marked and unmarked) assigned to them are filled with gas prior to any potential impact. Spare keys are maintained in each Division. Fleet Maintenance shall augment their capabilities to provide repairs and fuel. In the event public gas stations are crowded, please report to any of the following locations for fuel:

Waste Water, 5100 LB McLeod Road, pumps all the way to the back of the complex. There will be a gate attendant (X-2213 or X-2664) that can let you into the complex if your City ID badge does not work at the gate.

Conserv 1, 11401 Boggy Creek Road, pumps all the way to the back of the complex at maintenance. There will be a gate attendant that can buzz you into the complex or there is a phone number posted to call the Waste Water dispatcher who can buzz you in remotely.

Iron Bridge, 601 Iron Bridge Circle (by UCF), pumps are behind the maintenance building. There will be a gate attendant that can buzz you onto the complex or contact the Communications Center for a code.

The following passenger vans will be available for hurricane operations:

- a. DED
- b. Public Safety Cadet
- c. Central/Downtown

One passenger van will be staged at the Orlando Operations Center and the others will be staged at OPH.

4.11.2 SUPPLIES

The Quartermaster Unit shall ensure ample supplies of the following items are available prior to the arrival of a hurricane:

- a. Flashlight batteries
- b. Drinking water and cups
- c. Raincoats
- d. Flares
- e. Extension cords
- f. Blankets
- g. Rope
- h. Fans
- i. Plastic bags
- j. Rolls of plastic sheeting
- k. Rolls of duct tape

4.11.3 BUILDING KEYS

The manager of any area or office that cannot be accessed with the master building key must submit to the Quartermaster Unit a key to that area in a marked, sealed envelope. The key will only be used with a request by the EOC with regard to security of the building.

4.11.4 EMERGENCY SERVICES UNIT

The Emergency Services Unit (ESU) will be assigned as a utility squad to assist in OPD pre/post storm operations. The ESU will be directed for assignments such as the transportation and installation of the Department's portable generators and light stands, damage assessment for police facilities outside of OPH, minor street clearing, and temporary home repairs for OPD employees suffering storm damage. All requests for assistance from the Emergency Services Unit shall be directed to the EOC. The EOC will direct the requests to the ESU commander for evaluation and assignment. All Department trucks, excluding those in the Special Operations Division, should be reassigned to the ESU members for use in post-storm operations. The initial staffing for the Emergency Services Unit will be one commander, one sergeant, and six officers. Additional staffing will be designated through the EOC at the request of the ESU commander. The ESU commander and his assigned backup will be responsible

for the above-listed responsibilities. Any remaining ESU members will be available to augment Patrol Services until called upon.

4.12 DAMAGE CONTROL

With the exception of the Emergency Operations Center's complex, there are no effective means of boarding windows of the Orlando Police Headquarters building due to the exterior design of the structure. Although the building is constructed to withstand 120 mph winds, each division within the Department shall assess the possibility of damage to workstations due to windblown debris and/or water damage. Particular attention should be given to securing records, computer equipment, electronic equipment, or any other equipment vulnerable to severe weather conditions associated with a hurricane.

4.13 POST-HURRICANE CRITIQUE

After hurricane operations cease and Department routine is established, a date, time, and location for a post-hurricane critique shall be announced. The purpose of the critique is to identify problems experienced by those assigned to hurricane duty. Prior to the post-hurricane critique, a written Hurricane After Action Report (Attachment A) will be completed by each commander identified in the ICS chart (Appendix A) and submitted to the Emergency Operations Manager.

4.14 EMERGENCY COSTS/REIMBURSEMENT

In order for the City of Orlando to be reimbursed for expenditures relating to hurricane operations, it will be extremely important for Event Cost Reports to be completed in a timely manner per the current written directive. Division commanders will maintain records of hurricane-related costs and submit an Event Cost Report to the Emergency Operations managers upon request. The Federal Emergency Management Agency (FEMA) will only reimburse the Department for certain "storm-related" expenditures. The areas considered for reimbursement are as follows:

- a. HOURS - FEMA guidelines are by design open to interpretation. Generally, time that is subject to reimbursement is overtime or hours worked away from normal duties. These hours should be "storm-related" to be reimbursable. Storm-related hours (including overtime) should be listed in Kronos as Hours Worked on a separate line from other hours worked. This line should also include the appropriate Project Code in the Transfer Column. Those storm-related hours will need to be documented on the Event Cost Report. Pay Code "UW-REG-NE" for non exempt employees and "UW-REG-EX" for exempt employees should be used for all hours that were paid but not worked. These hours must be pre-approved by the Chief of Police. For purposes of reimbursement, managers and exempt personnel should also reflect hours worked outside normal scheduled work hours in response to the storm.

Activity logs (ICS-214) (Attachment B) will be completed by each unit supervisor, detailing the work hours of personnel under their supervision, for a particular shift. These hours will reconcile with hours documented on the personnel's Kronos timecard.

- b. MATERIALS - Only materials consumed in response to the storm should be included in the Event Cost Report for possible reimbursement.
- c. EQUIPMENT - The hours equipment is used may be reimbursable along with the mileage a vehicle has been operated. During a Level 3 Advisory, information will be disseminated on the need for documentation of vehicle mileage expended for hurricane operations. Any equipment requiring replacement as a result of hurricane operations is subject to reimbursement.

The reimbursable hours will be retrieved from the Event Cost Report along with materials and equipment costs. The cost for those hours granted for "emergency pay" will be retrieved from attendance sheets by Fiscal Management.

4.15 EMERGENCY FUEL STATION

Orlando Police Headquarters (OPH) is equipped with an emergency use-only fueling station located in the employee parking lot. The OPH fuel station will be activated only when essential fuel resources are not available or have become very limited during a declared citywide emergency. Only a Deputy Chief can authorize the activation of the OPH EMERGENCY FUEL STATION.

The On Duty Watch Commander or designee will report to the emergency fueling station when activated to unlock the fuel handle padlock. Members whose fuel level is below $\frac{1}{4}$ of a tank may pump fuel not to exceed 10 gallons. The Support Services manager shall monitor the fuel level of the tank and make the appropriate request to refill as needed. The completed Fleet Services Spreadsheet will be stored in a manila envelope marked "Fleet Services Spreadsheet" and placed in the Watch Commander's Log Book.

5. FORMS AND APPENDICES

APPENDIX A-Incident Command System Structure

APPENDIX B-Emergency Operations Centers Staffing Chart

APPENDIX C-Damage Assessment Levels

ATTACHMENT A-Hurricane After Action Report

ATTACHMENT B-ICS Activity Log