

**TYLER POLICE DEPARTMENT  
GENERAL ORDER**

**23.600**

**EMERGENCY WARNING SYSTEM**

**REVISED 01/12/10**

**EFFECTIVE 05/23/94**

**23.601 PURPOSE**

The purpose of this General Order is to detail procedures for activating the City Emergency Warning System or the evacuation of the Communications Unit.

**23.602 EMERGENCY WARNING SYSTEM**

- A. The City of Tyler has an Emergency Warning System consisting of siren, cable TV override, and media lines to alert the citizens of any immediate danger or unusual hazard. It can be activated to a specific region or the full city. It will include assorted siren noises indicating warning or clear. This system will also include a connection to the local cable television network to include an override feature to alert the public that may be monitoring this station.
- B. The computers controlling the early warning system shall be restarted once per day between 0700 and 1500. Restarts of the two computers will be staggered, so that one remains functional while the other is restarting. An electronic log of when the restarts occur is maintained by Computer Services.
- C. The system will be tested on a monthly basis under the following guidelines.
  - 1. Test will be conducted each month on the first Tuesday at 11:00 A.M. Malfunctions reported to Police Communications will be relayed to the Traffic Engineers Office. The test will be canceled in the event of threatening weather conditions in the area.
    - a. Activation of the System will require an Incident Number assignment.
    - b. Both early warning system computers will be checked for proper functionality at least 15 minutes prior to scheduled tests. If they do not appear to be functioning properly, both the Help Desk and the PD's Technology Coordinator will be notified. Symptoms of improper functioning include the mouse or keyboard not responding, graphics not displaying correctly, and early warning software being unable to poll a station.
    - c. If any problem is noted with either computer prior to a scheduled test, one telecommunicator capable of manually activating the system will be stationed in the UPS room. If the computers fail to function properly at test time, the manual override will be used to activate the sirens.
  - 2. The system will be checked (for correct coding) prior to 1100 hours and one (1) telecommunicator will be assigned the siren test mode and one (1) will be assigned to activate the Cable Override.
    - a. The Cable Override system and the media conference line will be activated first before activation of actual siren.
    - b. The Emergency Warning System will then be activated.

The Siren System must activate at 1100 hours.

- c. If the Emergency Warning System cannot be activated prior to 1102 hrs., **DO NOT ACTIVATE**. If the System is not activated during this time frame, immediately notify the Investigative Division Commander, if on duty. If the Commander is not on duty immediately notify the Patrol Division Commander and Chief of Police. Provide the reason the System was not activated in the prescribed time frame. Document the reason in writing and forward to the Investigative Division Commander.
- 3. Assign an incident code to the test (N-Code), complete in the narrative as to what was tested, and what the results were. If notification is received of siren malfunctions, log this in the narrative. Attempt to obtain the callers name, address, phone number, malfunction problem (i.e., no sound, no rotation, abnormal sound, etc). Print the report and send to the Investigative Division Commander.
  - a. Notify the City Signal Shop of any reported malfunction, including the nature of the problem. This should be as soon as possible after test completion. Indicate in the narrative who was provided the information at the Signal Shop.
  - b. The Investigative Division Commander will provide a written document to the Traffic Engineering Department and Chief of Police indicating the identified problem(s) with the system.
- D. Upon receiving the first notice of the potential of severe weather occurring in Smith County, both early warning system computers will be checked to make sure they are functioning properly. If either one is not working as expected (mouse or keyboard not responding, graphics not displaying correctly, early warning software unable to poll a station) notify the Help Desk (or on-call computer tech) and the PD Technology coordinator.

23.603 EMERGENCY OPERATION COMMAND (EOC) TRANSFER

- A. In the event of an emergency situation the physical operations (E911 and Radio Communications) of the Communications Unit may be required to actually change to a new location. The change may be required to assure continuous operations of police emergency services.
- B. SELECTIVE AND FIXED TRANSFER ASSIGNMENT OF E911
  - 1. Name of Agency: Tyler Police Department.
  - 2. Contingency Routing: Smith County 911 Communications District
  - 3. Alternate Routing: 531-1005 (Overflow).
- C. In the event of CAD System failure the telecommunicator will immediately switch to a manual (pen & paper) mode. The TPD Form One Card (Call for Police Services) will be completed for each service call. The Form One Card information will be completed by the operator answering the phone line. The form one information will be forwarded to a radio dispatcher immediately for Dispatch scheduling.

23.604 EMERGENCY BACKUP PSAP PLAN

- A. Certain circumstances may make it necessary to divert 911 calls to a backup PSAP. In the event all five (5) of the 911 lines are busy the overflow will ring in on 531-1005.
- B. If Overflow occurs there will be no ANI-ALI information available.

23.605 EMERGENCY EVACUATION OF COMMUNICATIONS CENTER

- A. In the event it becomes necessary to evacuate the Communications Center, 911 calls will be transferred to Smith County 911Communications District by activating the busy out switch. The switch is located on the telephone equipment backboard in 911 equipment room.
- B. All Communications lines (seven digits) must be manually forwarded to another number allowing the movement of Communications Personnel.
- C. Notify Southwestern Bell Service Center (as described in the telephone trouble reporting procedure) advising them of the situation and that the busy out has been used for alternate routing. (See trouble reporting procedures).
- D. Contingency Routing:

When time allows during emergency close down of PSAP or equipment failure, calls will be routed to the Smith County 911Communications District PSAP. Notify the Southwestern Bell Service Center (as described in the telephone trouble reporting procedure) to reroute 911 calls. (See trouble reporting procedure).

- E. Authorization for manual contingency routing:
  - 1. When time allows authorization should be cleared through the Chain of Command:
    - a. Chief of Police.
    - b. Investigative Division Commander.
    - c. Communications Sergeant.
    - d. Communications Shift Supervisor.
  - 2. In the event an evacuation of PSAP must be done immediately, the Communications Supervisor or the Patrol Shift Commander can give required authorization for such evacuation.
  - 3. When manual alternate routing is necessary Tyler Police Department Communications Personnel will be relocated. This relocation may require:
    - a. Communications personnel to be relocated to one or more locations:
      - (1) Smith County 911 Communications District
      - (2) East Texas EMS at Front and Glenwood
      - (3) Texas Department of Public Safety.
    - b. Emergency call out of Communications Personnel.
    - c. Number of personnel to be relocated will be based on existing equipment at those locations or staff on duty.

23.606 EMERGENCY OPERATIONS CENTER

- A. The primary emergency operations center will be located at the Tyler Police Department. Personnel that are to staff the emergency operations center will utilize their City issued cellular phones. The Communications Unit will have a listing of the City issued cellular phones. Computer data lines will be available to allow for laptop computer use and in the event of the loss of cellular communications, there are assigned telephone lines in the emergency center as listed:

Emergency Operations Manager – Fire Chief.....903-526-0043  
City Manager.....903-526-0112  
Police Chief.....903-526-0107  
East Texas EMS Liaison.....903-526-7490  
City Public Information Officer ..... 903-526-0122

- B. The Secondary EOC will be operated from the East Texas EMS Center at Front and Glenwood. Cellular communications are the primary means of communicating with EOC personnel. In the event of a loss of cellular communications, the secondary designated emergency operations telephone numbers are:

|                                    |                                      |
|------------------------------------|--------------------------------------|
| Tyler Fire Chief - 903-939-5762    | Tyler Police Chief - 903-939-5764    |
| Tyler City Manager - 903-939-5763  | Public Information1 - 903-939-5771   |
| ETMC Hospital - 903-939-5778       | RACES - 903-939-5784                 |
| Health Dept - 903-939-5760         | Smith Co EMC - 903-939-5765          |
| NE TX Health Dept - 903-939-5770   | UT Health Ctr - 903-939-5775         |
| ETMC EMS - 903-939-5761            | Shelter Mass Care SA - 903-939-5772  |
| SC ASST EPIO - 903-939-5766        | TMF Hospital - 903-939-5777          |
| Fax Machine - 903-939-5782         | Shelter Mass Care ARC - 903-939-5773 |
| Public Information2 - 903-939-5768 | Public Information3 - 903-939-5767   |
| (Vacant) - 903-939-5780            | (Vacant) - 903-939-5776              |
| (Vacant) - 903-939-5781            | (Vacant) - 903-939-5783              |
| (Vacant) - 903-939-5769            | (Vacant) - 903-939-5774              |
| (Vacant) - 903-939-5779            |                                      |

Approved: 01/12/10

