

RICE & STEELE 911 CENTER POLICY AND STANDARD OPERATING GUIDELINE MANUAL

Call Type: **WEATHER, SEVERE**
Tritech Code: **WEATH - Weather Call**

Definition: **To establish a step by step procedure for the Communications Operators, in the event they need to vacate the Rice & Steele 911 Center due to a tornado warning for the city of Owatonna.**

Priority: **Default/Priority 1**

Call Taker Procedure:

- 1) Activate the sirens for the City of Owatonna from the Rice & Steele 911 Center.
- 2)
 - Advise all units, on all frequencies, that you are vacating the Center and going to the basement (including Fire Departments).
 - Advise Northfield they will need to answer their own Administration lines. Rice/Faribault and Steele/Owatonna administrative lines will go unanswered while dispatchers are in the basement.
 - Advise State Patrol that they will need to dial **507-451-5760 rather than call you via PT to PT.**
- 3) Send ONE Dispatcher to the basement, along with the portable radio, one of the Black Information Binders and the flashlight. The key for the basement door is hanging on the wall across from the women's bathroom. **This dispatcher should block the basement door open for the others.**
- 4) The Supervisor must call Qwest 911 Group at **1-800-357-0911** and state, "This is a request to activate alternate routing Condition II. Give the number and name of your PSAP (Rice & Steele 911 Center, serving Steele and Rice Counties, **PSAP #436.**) When they ask for your return telephone number, make sure you give them **507-451-5685** (Condition II routes the calls to 507-451-5685, calls are in a hunt group and will automatically roll all 911 Calls to 507-451-5946, 507-451-5796 and 507-451-5760)
- 5) Qwest 911 Group will record the request (from Step 2) and call the telephone number you gave them to confirm the request and verify the routing condition that is to be activated. **If the call back number is not answered, or the person who answers the call to confirm does not request the same condition, alternate routing will not be activated.** The Shift Supervisor should remain in the

- Communication Center until they get a return phone call from Qwest and are SURE the 911 lines are being transferred.
- 6) Once you receive word from Qwest that the 911 calls will be transferred to the basement telephones, all dispatchers should immediately go to the basement and continue dispatching from the Back-Up Location.
 - 7) There is a box of supplies in the basement for you to use while you are dispatching from the back-up location. The box includes: Radio & Encoder instructions, paper ICR's; logs, pens, scratch-paper, stapler and tape.
 - 8) As soon as the Tornado Warning has been lifted for the city of Owatonna, you can return upstairs to the Communication Center.
 - 9) Advise all agencies, on all frequencies that you are returning to the Communication Center. Make sure two dispatchers remain in the basement to answer the telephones and radio, until the others are back in the Communication Center and Condition II has been deactivated.
 - 10) The Supervisor must call Qwest 911 Group at **1-800-357-0911** and state, "This is a request to deactivate alternate routing Condition II. Give the number and name of your PSAP (Rice & Steele 911 Center, serving Steele and Rice Counties, **PSAP #436.**)
 - 11) A Qwest 911 group representative will record the information and call the return telephone number you give to confirm the request. After normal routing is restored, the Shift Supervisor must make a test call to 911 to verify that normal routing is in effect.
 - 12) If the Communication Center has received structural damage that prevents you from returning to the center, proceed to step 13.
 - 13) The Shift Supervisor must call Qwest 911 Group at **1-800-357-0911** and state, "This is a request to activate alternate routing Condition III. Give the number and name of your PSAP (Rice & Steele 911 Center, serving Steele and Rice Counties, **PSAP #436.**) When they ask for your return telephone number, make sure you give them **507-451-5685** (Condition III routes the calls to 507-645-4477).
 - 14) Advise Northfield that you are transferring Dispatch Capability to them, and that you are en route to the city of Northfield.
 - 15) Climb in your vehicle, and go to Northfield, taking the portable and Black Informational Binder with you.



Jill Bondhus, Administrator
Rice & Steele 911 Center

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Dated