

**LOUISIANA DEPARTMENT OF
TRANSPORTATION
AND
DEVELOPMENT**



Crescent City Connection Division

EMERGENCY OPERATIONS PLAN

*DOTD Emergency Operations Status Recorded Message
1-800-360-9660*

Updated August 24, 2012

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I. CCCD Natural Disaster Preparedness Plan

2012

Definitions:

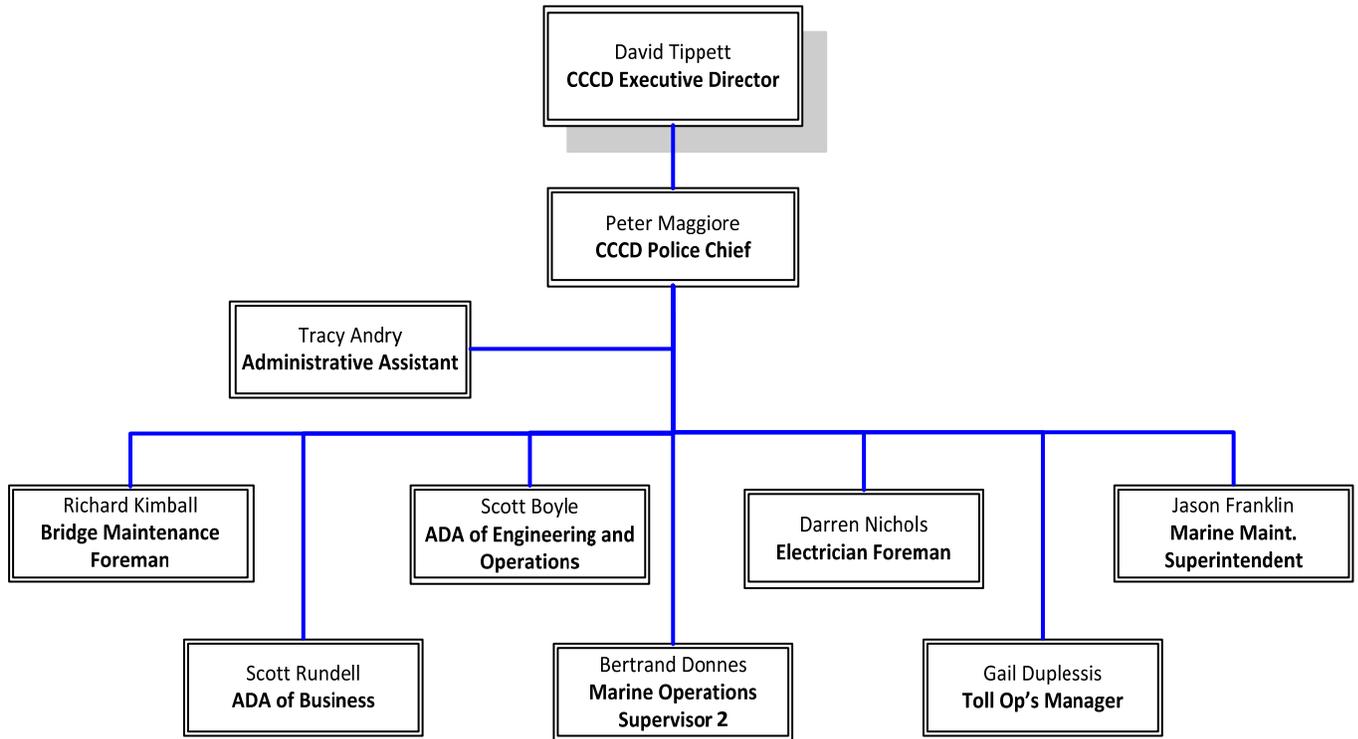
- **Advisory:** Weather advisory message issued by the National Hurricane Center concerning tropical storms and hurricanes. An advisory states details relative to the location, intensity, and direction of travel and speed of a tropical storm or hurricane.
- **Essential Personnel:** Those employees of the CCCD whose presence is essential to assure the public's safety, the safe guarding and protection of CCCD property, as well as assisting in the rapid recovery and resumption of "normal" operations.
- **Essential-Mandatory Personnel:** Those employees of the CCCD whose presence is required before, during, and after the event to assure the public's safety, the safe guarding and protection of CCCD property, as well as assisting in the rapid recovery and resumption of "normal" operations.
- **Hurricane:** A violent storm originating over tropical waters with winds near its center reaching 74 mph and higher. In size, the storm may range from 50 to 1000 miles in diameter.
- **Hurricane Season:** The time period from June 1st through November 30th each year.
- **Hurricane Warning:** A warning indicates that hurricane winds of 74 mph and higher, or a combination of dangerously high water and rough seas are expected at a specified coastal area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours. When a warning is announced it is of utmost importance that all precautionary measure be instituted for the protection of life and property.
- **Hurricane Watch:** An advance statement issued by the National Hurricane Center indicating that a hurricane is near and that attention should be given to subsequent advisories. It implies the possibility of dangerous conditions within 24 to 48 hours. Precautionary action should be taken in case hurricane warnings are forthcoming.
- **State of Emergency:** A disaster or emergency, or both, declared by executive order or proclamation of the governor if he or she finds a disaster or emergency has occurred or the threat thereof is imminent. The state of disaster or emergency shall continue until the governor finds that the threat of danger has passed or the disaster or emergency has been dealt with to the extent that the emergency conditions no longer exist.
- **Storm Surge:** Is the increase in the water level due to the action of the wind on the ocean surface and the low barometric pressure of the storm system.
- **Strike Zone:** That area of land located anywhere between Morgan City, Louisiana and Pascagoula, Mississippi.
- **Tropical Storm:** Is a warm core tropical cyclone in which the maximum sustained surface wind is in the range of 39 to 73 mph inclusive.

Command:

During a state of emergency each gang leader shall be responsible for the assignments, duties, notifications, and actions of his or her personnel. Oftentimes working conditions following a natural disaster are chaotic; therefore, in an effort to avoid confusion and assure the accuracy of information being disseminated to and from gang leaders and the Executive Director, the Chief of Police shall be the designated point of contact. Throughout the course of the state of emergency, all gang leaders will report pertinent information to the Chief of Police who will relay all necessary information, updates, requests, etc. to the Executive Director. In turn, the Chief of Police shall receive instruction and direction from the Executive Director and distribute said information accordingly.

CCCD Emergency Operations

Functional Organization Chart effective August 24, 2012



II. Purpose

The purpose of this plan is to manage Crescent City Connection Division's (CCCD) limited resources in an efficient and effective way so as to respond to the highest priorities first and be able to maintain a continued response before, during, and after natural disasters. The successful implementation of this plan will result in assisting the traveling public in coping with the natural disaster, minimizing damage to property, safeguarding lives, and guaranteeing restoration of travel over highways, ferries and bridges at the earliest possible time.

The plan identifies and details the responsibilities, policies and procedures of CCCD personnel in responding to emergencies/disasters.

The events of September 11, 2001 have increased the responsibilities of DOTD and CCCD for emergency response. In the past, the transportation infrastructure maintained by CCCD has been affected by hazardous events. Hurricanes, chemical spills, accidental damage to bridges, etc. are hazards that CCCD personnel responds to.

The events of September 11th require DOTD and CCCD to assume a more proactive role in preventing attacks aimed at crippling the transportation infrastructure. A DOTD Vulnerability Assessment has been developed to identify measures that DOTD and CCCD can take in meeting its responsibilities relative to terrorist attacks directed at the State's transportation infrastructure. The DOTD Emergency Operations Plan can be accessed on-line at http://ladotnet/operations/emergency/DOTD_EOP_2008.pdf . A hard copy of this plan maintained in the CCCD Headquarters Building.

III. List of Current Position Holders

The following is a list of those positions identified in this Emergency Operations Plan and the name of the person holding the position as of this revision date. This list should be updated when there are staff transitions.

- LA DOTD Secretary – Sherri LeBas, P.E.
- LA DOTD Assistant Secretary of Operations– Rhett Desselle
- LA DOTD Chief of Emergency Operations – Richard Swan
- CCCD Executive Director – David Tippett
- CCCD Police Department Police Chief – Peter Maggiore
- CCCD ADA of Engineering and Operations – Scott Boyle
- CCCD ADA of Business – Scott Rundell
- SEE APPENDIX 1 – CCCD Administrative Organization Chart

IV. Assumptions

The following assumptions have been made in the preparation of this EOP:

- A. Communications between CCCD Headquarters and CCCD Police Department is redundant and reliable. (Radios, telephones—landline and cell—fax, computers and smartphones).

- B. Bordering DOTD Districts will be available to assist if CCCD is overwhelmed. *[Preliminary contact should be made with the ADA-Operations from Districts 02 and 62 to verify this.]*
- C. This emergency operations plan is an all hazards plan. Planning efforts are made as general as possible to ensure flexibility in response to any type of event.
- D. The probability of a terrorist attack on the State's transportation infrastructure is low, but it does exist.

V. Execution and Implementation

The authority to activate this plan for localized events is held by:

- LA DOTD Assistant Secretary of Operations
- CCCD Executive Director
- CCCD Police Department Police Chief
- CCCD Assistant District Administrator of Engineering and Operations

For regional or statewide events, such as hurricanes or predicted widespread flooding, the DOTD Assistant Secretary of Operations, or the DOTD Emergency Operations Director may notify the CCCD Executive Director, CCCD Police Chief or the Assistant District Administrator of Engineering and Operations of impending emergency response activities.

VI. Emergency Action Levels

A. Emergency Action Levels are adopted from the State Emergency Operations Plan in order to maintain consistency.

1. Level IV

Normal CCCD operations are ongoing. CCCD staffing is in accordance with authorized agency manning levels.

2. Level III

Events involve a potential or actual threat to the safety and welfare of the people in a threatened area or areas and have a potential impact on the state transportation system. CCCD Management staff will monitor the situation and place appropriate personnel on alert. Resource availability will be determined by checking stocks of materials, confirming that all needed equipment is serviced, fueled and operating properly, and reviewing response plans and procedures with priority being placed on the safety of employees.

3. Level II

Events are in progress or have occurred which involve an imminent or actual major impact on the safety of the people in a stricken area or areas. Depending on the nature of the event, CCCD personnel will be notified of necessary emergency response actions. Materials and equipment should be positioned for easy deployment.

B. State government will use the same emergency situation terminology used by federal agencies.

1. Natural Disaster (National Weather Service)
 - a. Watch
 - b. Warning
 - c. Impact
 - d. Recovery

2. Fixed Nuclear Facility (NRC/FEMA)
 - a. Unusual Event
 - b. Alert
 - c. Site Area Emergency
 - d. General Emergency

3. National Terrorism Advisory System (NTAS) (DHS)

“NTAS Alerts will only be issued when credible information is available. These alerts will include a clear statement that there is an imminent threat or elevated threat. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.”

4. Vessels and ferry facilities
 - a. MARSEC 1 - Normal
 - b. MARSEC 2 – Heightened
 - c. MARSEC 3 – Highest

VII. CCCD Emergency Call-up Procedures

A. GENERAL: All CCCD Police, Maintenance, Marine Operations and Maintenance, and Business Office personnel will be required to report to their duty stations when emergencies arise as described herein unless overriding instructions have been issued by the Executive Director. Advance preparations should be made by these personnel in order that personal responsibilities will not interfere with assigned duties during these periods. During normal working hours all personnel shall report for duty unless weather conditions are of such severity that travel would be hazardous. In such instances, these persons *shall* report to their supervisor by telephone for instructions. In the event they are instructed to not report for duty, the supervisor is to be advised where they can be reached in the event their services may be required.

B. Every effort should be made to schedule personnel so that no one will normally work more than (12) hours continuously, yet still assure that adequate personnel will be available at all times to perform the necessary work. In case of prolonged emergencies, staggered twelve (12) hour shifts will be implemented where possible. Appropriate time charges, including overtime and/or compensatory time, will be made for all personnel performing duties during these periods.

C. All personnel placed under mandatory evacuation should contact their supervisor for guidance on emergency operations work schedules.

SEE – APPENDIX 2 – CCCD Emergency Communications quick reference

D. Essential Personnel:

1. Reporting in to work by essential personal as set forth in this policy is a condition of said personnel's continued employment with this agency. Failure to comply with these provisions may result in disciplinary action, up to, and including, termination.

2. In general all sworn CCCD Police Officers, Marine Operations Superintendents, all Marine Masters, Chief Engineers, Engineers, Oilers, Deckhands and Deckhand/Toll Collectors, and electricians are considered "essential personnel" and are *subject to being called upon to report to work* during a state of emergency; however, during times when a state of emergency is declared those employees that were pre-identified as **essential-mandatory personnel** are **required** to report to work prior to the crisis and shall remain at the at the DOTD designated facility or work location until formally relieved by his or her supervisor.

3. CCCD departments have identified the following positions as essential personnel -

a. **Police:** All sworn CCCD Police Officers required at work during an event, for the duration of the event.

b. **Marine Operations:** Marine Operations Superintendents, all Marine Masters, Chief Engineers, Engineers, Oilers, Deckhands and Deckhand/Toll Collectors are required at work to secure vessels and landings, and/or other duties as communicated by the immediate supervisor in preparation for a storm and to return to work immediately after the storm passes as communicated by the DOTD via pre-recorded message - 1-800-360-9660. Essential-mandatory personnel will be assigned responsibilities prior to, during, and after the event.

c. **Marine Maintenance:** Required at work to secure vessels and landings, and/or other duties as communicated by the immediate supervisor in preparation for a storm and to return to work immediately after the storm passes as communicated by the DOTD via pre-recorded message - 1-800-360-9660. Essential-mandatory personnel will be assigned responsibilities prior to, during, and after the event.

d. **Electrical Maintenance:** Required at work to operationally prepare those systems identified by CCCD Staff as being essential to emergency operations, and/or other duties as communicated by the immediate supervisor in preparation for a storm and to return to work immediately after the storm passes as communicated by the DOTD via pre-recorded message - 1-800-360-9660. Essential-mandatory personnel will be assigned responsibilities prior to, during, and after the event.

E. Reporting:

1. All essential personnel shall be made aware that throughout the entire hurricane season they are subject to be called upon to report to work.
2. In the event any tropical disturbance enters the Gulf of Mexico all essential personnel shall be on notice and are subject to being called in to work. Personnel should monitor weather advisories closely.
3. In the event that a hurricane or a tropical storm is forecasted to strike within the strike zone, essential personnel should make the necessary provisions for their families, i.e., evacuation, securing personal property, securing important documents, etc., and be on notice to be potentially called in to work.
4. If not directed to do so earlier by his or her immediate supervisor, those employees identified as essential-mandatory personnel shall report in to work 12 hours prior to the storm reaching the strike zone. For purposes of this policy, '12 hours prior' shall be the amount of time prior to the first effects of the storm reaching land fall, not the "eye" of the storm.
5. Supervisors must take into account that a reasonable amount of time may be needed for their personnel, whose presence is considered Essential-Mandatory, to provide the necessary precautions for their families as stated above. This may require the re-arranging of work schedules or allowing for leave prior to the essential-mandatory personnel's required reporting time.
6. Upon reporting to work, the potential for essential-mandatory personnel to remain for several days is great. Having that knowledge, they should bring with them, at a minimum, the following provisions. Note: It is the intention of the Department to provide for many of these provisions, however, employees should always be prepared for the unexpected.
 - a. Several changes of clothing and uniforms
 - b. Toiletries, toothpaste, toothbrush, soap, etc.
 - c. Bath towels
 - d. Food, snacks, etc. (non-perishable)
 - e. Drinking water
 - f. Necessary medications
 - g. Blankets, pillows, air mattresses or sleeping bags
 - h. Books, magazines, and other reading material
 - i. Flashlights, portable radios, and batteries
 - j. Spare batteries for Department issued two way radio (fully charged)
7. Those employees who are not required to report in to work, or are not immediately called upon for duty should make contact a minimum of once per day via the DOTD pre-recorded message - 1-800-360-9660 to receive instruction during the event, even if said employee has evacuated out of the area.

F. Uniforms:

1. Employees shall report in to work wearing their issued uniforms, and bring with them any and all gear needed to successfully perform their duties.

VIII. Phases of Emergency Management

A. Mitigation

Mitigation actions are taken to eliminate or reduce the impact of a disaster. Protective measures, hazard and vulnerability analysis are mitigation activities.

B. Preparedness

Preparedness actions are taken in advance of an emergency or disaster to develop operational capabilities and help communities respond to and recover from an emergency or disaster. Such measures include training of emergency response personnel; development of plans, procedures, arrangements and agreements; and exercises of personnel and systems.

C. Response

Response actions are taken before, during or after an emergency or disaster to save lives, minimize damages and enhance recover operations. Such measures include activation of: emergency operation centers, plans and procedures, arrangements and agreements.

See APPENDIX 5 –CCCD Police Department Natural Disaster Plan

See APPENDIX 6 –CCCD Police Critical Incidence Plan

See APPENDIX 7 –CCCD Police Hazardous Material Incidents Plan

IX. Recovery

Recovery actions are taken over the short term to return vital life support systems to minimum standards and long term to return life to normal or improved levels. Such measures include damage assessment, emergency repairs, and methods to mitigate damages.

X. Prevention

Preventive actions primarily take place with regards to terrorist incidents.

XI. Emergency Operations Center (EOC)

DOTD Headquarters has a fully functional Emergency Operations Center which can be activated to support CCCD personnel. If the CCCD has exhausted its resources and those of its surrounding Districts, the DOTD Assistant Secretary of Operations or the Emergency Operations Director can activate the EOC.

The EOC is located in the Annex Building at DOTD Headquarters. The contact number is 225.379.2571.

A. DOTD Traffic Management Center

The Statewide Traffic Management Center is co-located with the Emergency Operations Center. If the CCCD needs traffic management support, call 225.379.2577.

B. Coordination

CCCD partners with other emergency response organizations to ensure a coordinated response: Louisiana State Police Troop B, Parish Offices of Homeland Security and Emergency Preparedness, Sherriff's Offices, City and Town Police Departments, ambulance companies, utility companies (electric, gas, water, and phone), local news media (radio stations, television stations, and newspapers). See Appendix # for the list of emergency contact information.

C. Organization and Responsibilities

DOTD is responsible for the protection of its resources, i.e., equipment, facilities, transportation infrastructure, personnel, records, etc. **It is the policy of the DOTD that at no time will the health or safety of an employee be placed at risk to protect department resources.**

Note that these responsibilities may not be all inclusive.

1. CCCD Executive Director

The Executive Director is responsible for all response activities performed by CCCD personnel and for setting policy.

The CCCD Executive Director will be responsible for response activities and serve as the Incident Commander for the CCCD. The ADA E/O will also provide situational reports to the Emergency Operations Section at DOTD Headquarters and if necessary, coordinate with the Parish Office of Homeland Security and Emergency Preparedness.

2. CCCD ADA E/O

The CCCD ADA E/O is responsible for coordinating the assessment of damage to highways and structures

3. Other CCCD Personnel

- a. Protection of large equipment and materials that could be blown about, float away or be damaged by floodwaters.
- b. Adjustment to signal controllers to minimize damage from storms.
- c. Secure ferry boats; early notification will be provided to the appropriate entities.
- d. Maintain and operate 24 hour response capability.

- e. CCCD PD will coordinate with LSP in determining the closure of elevated roadways or bridges due to unsafe conditions.
- f. Debris clearance and removal (DOTD Headquarters maintains debris contracts for each parish in the event of widespread debris that overwhelms the CCCD following an event).
- g. Emergency repairs.
- h. Provision of traffic control for routing of evacuation traffic and for road closings.
- i. Provision of signage for routing of evacuation traffic.
- j. Adjustment of traffic signals on evacuation routes to increase roadway capacity.
- k. Clearance of roadways and bridges and repairs to traffic signals to allow reentry to evacuated areas.
- l. Assistant District Administrator of Business

4. The Assistant District Administrator of Business is responsible for ensuring that CCCD personnel are knowledgeable about documentation procedures and filling out the proper paperwork with details on emergency response activities

See APPENDIX 3 – Non-CCCD Emergency Contact Numbers

See APPENDIX 2 – CCCD Emergency Communications Quick Reference

XII. Direction and Control

The Executive Director is responsible for overall direction and control of emergency response efforts. The ADA E/O will represent the CCCD in his absence. The Assistant Executive Director is responsible for the daily maintenance and operations of emergency response efforts.

XIII. CCCD Continuity of Governance

A. Succession of Command

- 1. Executive Director
- 2. Assistant Executive Director
- 3. Assistant District Administrator of Engineering and Operations
- 4. Assistant District Administrator of Business

See APPENDIX 2 – CCCD Emergency Communications Quick Reference

XIV. Relocation of Operations

In the event the CCCD Administration office should become unusable, an alternate facility will be used. CCCD personnel would relocate to the District offices in Bridge City. If the Bridge City facility is unusable, CCCD personnel could relocate to any of the District offices not affected by the event. See the DOTD Emergency Response Continuity of Operations Plan (COOP).

XV. Preservation of Records

Essential records may have to be protected or moved if an event threatens the location where they are kept. Priority records include employee personnel records including retirement and insurance records. An up-to-date inventory of all construction and maintenance equipment including vehicles should be maintained and protected.

See APPENDIX 4 - IT Backup Procedures / Records Retention

XVI. Administration Logistics

A. Emergency Purchasing

During an emergency or disaster, administrative rules and procedures may be suspended or relaxed. See PPM No. 38, beginning on Page 12 for the Department's policy on Emergency Purchases.

B. Records and Reports

Record of expenditures and obligations supporting emergency operations are to be maintained. Narrative and log-type records of response actions are also maintained. (Refer to Disaster and Emergency Cost Recovery Procedures for Districts.)

C. Contracts, Agreements and Memorandums of Understanding

Contracts, agreements and memorandums of understanding for needed resources may be entered into prior to emergency events.

XVII. Plan Development and Maintenance

The Executive Director, in coordination with the ADA E/O , is responsible for the development of emergency plans and procedures. The Emergency Operations Plan is updated as necessary, but should be reviewed at least yearly. Reviews and/or updates may also occur as a result of actual events or exercises.

Emergency response personnel will participate in required training and exercises. The ADA E/O , will establish a training program for response staff which reflects appropriate levels of training for each position.

A post event evaluation will be conducted each time the Emergency Operations Plan is activated. The evaluation will be used to identify needed changes in procedures, staffing, operations, etc. and to identify additional training needs.

XVIII. CCCD Safety Procedures for Personnel in DOTD Buildings

In the event that CCCD buildings and structures are in the path of a destructive hurricane or tornado, the personnel in the building should follow procedures to maintain personal safety and protect lives, including:

- A. If time permits, contact and provide storm information to the District Administrator and Safety Officer.
- B. If time permits, the building shall be evacuated.
- C. If time does not permit evacuation, employees should do one of the following:
 - 1. Large building: Stay away from the outside perimeter rooms and go to the inside of the hallway to give protection from flying debris.
 - 2. Small, substandard building: Remain away from windows and outside perimeter rooms.
 - 3. Non-substantial structures and mobile buildings: Leave the building immediately. Seek refuge in the lowest spot available, i.e., a ditch or nearest substantial shelter, unless there is imminent danger of flooding in the chosen refuge location.
- D. Groups of employees should stay together until authorized by the District Administrator or his/her representative to move back to their office or another designated area.

XIX. CCCD Safety Procedures for Personnel in Field Locations

Generally, all routine field activities should be suspended when notification is received that a hurricane or tornado threat is present. Field crews should seek protection in sheltered areas waiting until after violent storms of this nature have passed and pose no further significant danger to employees before proceeding with storm clean up activities. In the event that CCCD field personnel are in the path of a tornado, the employee should leave any motor vehicle and seek shelter away from the vehicle in a nearby ditch or ravine, where the employee should then lie flat on the ground with arms protecting their head.

During any emergency when working conditions become so hazardous as to endanger the safety and well being of our employees, the first line supervisor, foreman, or assigned crew leader, are authorized to cease field operations and direct their employees in seeking appropriate shelter. Using a local utility's guidelines for an approaching hurricane as an example, when sustained winds reach Tropical Storm conditions of 39 to 73 mph, employees take shelter and respond only to "emergency or life threatening" situations. In hurricane conditions with sustained winds greater than 74 mph, employees stay in safe quarters and wait for the storm to pass.

XX. Authorities and References

A. Authorities

1. DOTD Maintenance Planning Manual, Rev. 1991.
2. DOTD Emergency Procedures Plan (A hard copy is maintained at the CCCD.)
3. CCCD Call Out Policy
4. PPM No. 38—"Emergency Purchases".

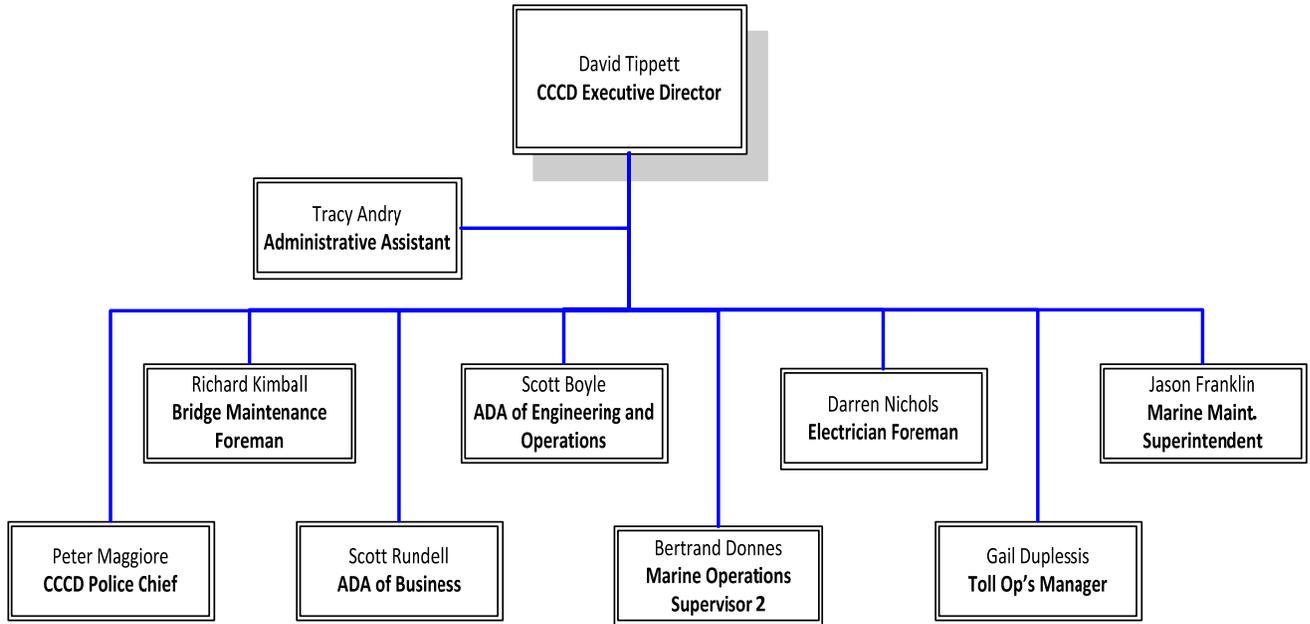
B. References

1. Vulnerability Assessment, an appendix to the DOTD Emergency Procedures Plan
http://ladotnet/operations/emergency/DOTD_EOP_2008.pdf
2. A hard copy of this plan maintained in the District 61 Headquarters Building, Room #4.
3. Governor's Office of Homeland Security and Emergency Preparedness Disaster Evacuation Guides. <http://gohsep.la.gov/evacinfo/SWHurriGuide.pdf>

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APPENDIX 1 – CCCD ADMINISTRATIVE ORGANIZATION CHART

CCCD Administrative Org Chart – August 24, 2012



APPENDIX 2 – CCCD EMERGENCY COMMUNICATIONS QUICK REFERENCE

August 2012

COMMUNICATION PROTOCOLS

A. PORTABLE RADIOS

Because the need to communicate by portable radios is so vital to the efficient and safe operation of resources, each radio user should exercise restraint in limiting radio conversation to that which is absolutely necessary.

1. Each radio user should use established radio protocols when communicating on the radio. Users must use their assigned radio number, and should avoid unnecessary transmissions.
2. Each radio user should utilize their gang's assigned channel for intra-gang communication.
3. In the event an employee has an emergency, or needs to contact the police dispatcher, he/she should utilize the police hailing channel (Police 1). This channel must be kept clear for emergency operations and not be used as a "talk" channel.
4. The police dispatcher shall keep a log of all response activities.

B. TELEPHONES AND FAX MACHINES

Telephone and fax machine lines should be kept clear during any inclement weather to allow for the transmission of emergency communications. Each employee shall provide accurate and detailed documentation of all phones and fax communications.

C. COMPUTER NETWORK EMAIL

When possible, emergency messages should be verbally communicated by phone or radio rather than sent by email due to the possibility of network interruption during inclement weather.

Coast Guard

VHF Channel – 12 or 67

Radio Contact “Handles”

Gang 001:

David Tippett -----5901
Scott Boyle -----5903

Gang 002:

Ricky Kimball -----203
Eric Hogan -----206

Gang 003:

Bertrand Donnes -----301
Joel Casey -----302

Gang 004:

Peter Maggiore -----Car 1
Johnson Hale -----Car 2

Gang 005:

Home Base -----500
Jason Franklin -----501
Percy Stone -----502

Gang 006:

Gail Duplessis -----601

Gang 007:

Darren Nichols -----701

Ferries

VESSEL	CCCD CALL SIGN	DOTD EQUIPMENT NUMBER	USCG DOCUMENTATION NUMBER	FCC CALL SIGN
CAPT. NEVILLE LEVY	305	10006960	588306	WDD 2990
COL. FRANK X. ARMIGER	307	10006962	593755	WDD 2987
LOUIS B. PORTERIE	303	10006955	236610	WDD 2985
SEN. ALVIN T. STUMPF	306	10006961	593578	WDD 2992
ST. JOHN	304	10006950	582890	WDD 2991
THOMAS JEFFERSON	308	10006954	242522	WDD 2993

Contact Numbers - Gang Leaders

- Gang 001: David Tippet, Executive Director of Toll Facilities**
Office: (504) 376-8101 Cell: (225) 324-4888 Home: (225) 677-8329
Email: david.miller@la.gov
- Scott Boyle, ADA of Engineering and Operations**
Office: (504) 376-8230 Cell: (504) 442-3075
Email: scott.boyle@la.gov
- Scott Rundell, ADA of Business**
Office: (504) 376-8106 Cell: (469) 667-8770
Email: scott.rundell@la.gov
- Gang 002: Ricky Kimball, Maintenance Foreman**
Office: (504) 376-8170 Cell: (504) 335-5496 Home: (504) 367-0072
Email: richard.kimball@la.gov
- Gang 003: Bertrand Donnes, Marine Operations Superintendent 2**
Office: (504) 376-8114 Cell: (504) 616-4863
Email: bertrand.donnes@la.gov
- Joel Casey, Marine Operations Superintendent 1**
Office: (504) 376-8113 Cell: (504) 427-8757
Email: joel.casey@la.gov
- Gang 004: Peter Maggiore, CCCD Police Chief**
Office: (504) 376-8176 Cell: (504) 289-6594 Home: (504) 328-3376
Email: peter.maggiore@la.gov
- Johnson Hale, CCCD Police Deputy Chief**
Office: (504) 376-8178 Cell: (504) 458-1771
Email: Johnson.Hale@la.gov
- Gang 005: Jason Franklin, Marine Maintenance Superintendent 1**
Office: (504) 376-8162 Cell: (504) 913-1594 Home: (504) 263-8775
Email: Jason.franklin@la.gov
- Percy Stone, Maintenance Foreman**
Office: (504) 376-8162 Cell: (504) 319-6052 Home: (504) 368-3843
Email: percy.stone@la.gov
- Gang 006: Gail Duplessis, Toll Operations Manager**
Office: (504) 376-8171 Cell: (504) 346-5356
Email: gail.duplessis@la.gov
- Gang 007: Darren Nichols, Electrician Foreman**
Office: (504) 376-8163 Cell: (504) 722-4807 Home: (504) 309-7761
Email: darren.nichols@la.gov

APPENDIX 3 – NON-CCCD EMERGENCY CONTACT NUMBERS

Non-CCCD EMERGENCY CONTACT NUMBERS

A complete listing of Emergency Contact Numbers is available by request by contacting Linda Dunn at (225) 231-4131.

Agency Coordination Personnel (LSP, Local OHSEP's, Sheriffs, City Police and Fire Departments, etc.)

1. LOUISIANA STATE POLICE

a. **LSP Troop B (Kenner):** **504-471-2775 or 1-800-964-8076**

2. PARISH OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS

a. **Orleans**

Jerry Sneed, Director
1300 Perdido Street.
New Orleans, La 70112
504-658-8700
nooep@nola.gov

b. **Jefferson**

Raphael G. Meyers, Director
910 3rd Street
Gretna, LA 70053
Office: 504-349-5360
Fax: 504-227-1317
Email: JPEmergencyManagement@jeffparish.net
Twitter: JPEmergencymgmt

c. **St. Bernard**

David Dysart, Director
8201 W. Judge Perez Dr.
Chalmette, LA 70043
(504) 278-4268
(504)278-1597
(504) 442-9758 Cell
(504) 271-7343 Fax
or

John Rahaim, Jr.
Deputy Director of

Homeland Security
(504) 278-4267
(504) 442-1040 Cell
jrahaim@sbsp.net

3. **SHERRIFF OFFICES**

a. **Orleans Parish Criminal Sheriff**

Criminal - Eastbank

819 South Broad Street
New Orleans, LA 70119-7418
Phone: (504) 822-8000

Criminal - Westbank

3630 MacArthur Blvd., Suite E.
New Orleans, LA 70114-6826
Phone: (504) 826-7045

Civil Division

421 Loyola Avenue
403 Civil Courts Building
New Orleans, LA 70112
Phone: (504) 523-6143

b. **Jefferson Parish Sheriff's Office**

1233 Westbank Expressway
Harvey, LA 70058
504-363-5500

c. **St. Bernard parish Sherriff's Office**

8301 West Judge Perez Drive
Chalmette , LA 70043
Phone: 504-271-2501

4. **CITY POLICE**

a. **New Orleans Police Department**

715 S. Broad Street
New Orleans, La 70119
504-821-2222

b. **New Orleans Police Department**

4th Police District
1348 Richland Dr.
New Orleans, La. 70114
504-658-6040
504-658-6476 (FAX)

- c. **Gretna Police Department**
200 5th Street
Gretna, La 70053
504-366-4374
- d. **Westwego Police Department**
401 4th St.
Westwego, Louisiana 70094
(504)341-5428

5. FIRE DEPARTMENTS

- a. **New Orleans Fire Department**
317 Decatur Street
New Orleans, La 70130
504-658-4700
- b. **Terrytown 5th District Volunteer Fire Department**
P.O. Box 1231
Gretna, La 70054
(504) 349-5551
- c. **David Crockett Steam Fire Company 1**
P.O. Box 217
Gretna, La 70054
(504) 363-1595 or (504) 363-1490
- d. **Harvey Volunteer Fire Department, Co. 2**
P.O. Box 1053
Harvey, La 70059
(504) 364-3766 or (504) 364-3767
- e. **Marrero-Harvey Volunteer Fire Department**
808 MacArthur
Harvey, La 70058
(504) 349-5181
- f. **Marrero Estelle Volunteer Fire Department, Co. 1**
2248 Baratavia Blvd.
Marrero, La 70072
(504) 349-5585
- g. **Marrero-Ragusa Volunteer Fire Department**
1400 Berger Road
Marrero, La 70072

(504) 349-5586

- h. Westwego Volunteer Fire Company 1**
677 Ave. H
Westwego, La 70094
(504) 341-1196
- i. Nine Mile Point Volunteer Fire Department**
1024 Oak Avenue
Nine Mile Point, La 70094
(504) 349-5178
- j. St. Bernard**
8201 W. Judge Perez Dr.
Chalmette, LA 70043
(504) 278-4275

6. DOTD EMERGENCY OPERATIONS

If the District is experiencing a local emergency and the DOTD EOC is not activated, please contact one of the following:

- 1. Staff

 - a. Cindy Montz, LEM
Emergency Operations Director
225-379-1783 office
225-362-9732 blackberry
 - b. Yvonne Murphy, LEM
Emergency Coordinator
225-379-1792 office
225-270-8873
 - c. Tiffany Coffman
Emergency Coordinator
225-379-1793
225-247-4217

7. EMERGENCY OPERATIONS CENTER

When activated, the contact number for support is 225-379-2571. The EOC also has an 800 Mhz Radio. If phone lines are down, call the EOC radio.

8. MEDIA (TELEVISION, PRINT, RADIO)

In the event of an emergency, all correspondence with the local media shall be coordinated through DOTD Public Relations Office at 225-379-1232 and in accordance with PPM No. 6, Communications with the Media and Public Records Requests.

Email: dotdpi@la.gov

APPENDIX 4 – IT BACKUP PROCEDURES / RECORDS RETENTION

CCCD maintains two logical sets of data on the same domain – 1) User environment, and 2) Toll system. Both data sets use the same technique and equipment to perform backups. Therefore the following descriptions refer to both data sets representing all of CCCD's data.

Normal Operations backup process

A full backup of the data set is created weekly on Sunday. Incremental backups (changed and added files) are performed on a daily basis. The backups are initially written to disk on the Storage Area Network (SAN)The backup files are then copied daily to tape in each data set's exchanger/carousel. The tapes remain in the carousel unless removal is required.

Backup Tapes naming convention:

301-348 – User

201-298 – IETCSII

Emergency Operations process

Facing a Level II event, a CCCD Director or IT staff member is responsible for securing the backup tapes containing the last full backup, labeled (by number), and all subsequent incremental backups for BOTH data sets. The tapes are to be transported to the IT section of DOTD Headquarters for safekeeping.

DOTD - East Wing

Attn: (IT) Keith Knox

1201 Capitol Access Road

Baton Rouge, LA 70802

APPENDIX 5 - CCCD POLICE DEPARTMENT NATURAL DISASTER PLAN

CCCD Police Department Natural Disaster Preparedness Plan

Addendum 17.26-01

Issued: 06-30-2009

Purpose:

This policy shall serve as a guide outlaying the responsibilities and duties of the officers with the Crescent City Connection Police Department during those unfortunate times of a “state of emergency” due to a natural or manmade disaster.

These guidelines are in no way intended to be all inclusive as to what may be needed or what will happen during the course of events. Due to the nature of natural or manmade disasters, no one can predict exactly what will happen, however, oftentimes with weather advisories and news reports; we may have the advantage of several days notice in order to give us time to prepare. Attempting to prepare for every situation that may arise is impossible. However, if certain guidelines are followed the Department stands a better chance of a successful outcome.

Although these guidelines are intended for any state of emergency, for obvious reasons, hurricanes are our main focus. The reporting times, duties, and logistics for any other state of emergency that may be declared by the governor shall be determined by the Chief of Police.

Definitions:

- **Advisory:** Weather advisory message issued by the National Hurricane Center concerning tropical storms and hurricanes. An advisory states details relative to the location, intensity, and direction of travel and speed of a tropical storm or hurricane.
- **Hurricane:** A violent storm originating over tropical waters with winds near its center reaching 74 mph and higher. In size, the storm may range from 50 to 1000 miles in diameter.
- **Hurricane Season:** The time period from June 1st through November 30th each year.
- **Hurricane Warning:** A warning indicates that hurricane winds of 74 mph and higher, or a combination of dangerously high water and rough seas are expected at a specified coastal area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours. When a warning is announced it is of utmost importance that all precautionary measures be instituted for the protection of life and property.
- **Hurricane Watch:** An advance statement issued by the National Hurricane Center indicating that a hurricane is near and that attention should be given to subsequent advisories. It implies the possibility of dangerous conditions within 24 to 48 hours. Precautionary action should be taken in case hurricane warnings are forthcoming.
- **State of Emergency:** A disaster or emergency, or both, declared by executive order or proclamation of the governor if he or she finds a disaster or emergency has occurred or the threat thereof is imminent. The state of disaster or emergency shall continue until the governor finds that the threat of danger has passed or the disaster or emergency has been dealt with to the extent that the emergency conditions no longer exist.

- Storm Surge: Is the increase in the water level due to the action of the wind on the ocean surface and the low barometric pressure of the storm system.
- Strike Zone: Coastal area located between Morgan City, Louisiana and Pascagoula, Mississippi.
- Tropical Storm: Is a warm core tropical cyclone in which the maximum sustained surface wind is in the range of 39 to 73 mph inclusive.

Command:

The Chief of Police or his designee shall act as the incident commander throughout the entire event and shall give instruction and direction to the Deputy Chief. The Deputy Chief will be responsible for the dissemination of instructions and assignments to the watch commanders.

Each watch commander shall be responsible for the accurate recording of reporting times and assignments for the officer's under their normal command. Oftentimes working conditions following an event are chaotic and confusing; therefore, the accuracy of said information must be ensured. Throughout the course of the state of emergency, all watch commanders shall report pertinent information, updates, requests, etc. to the Deputy Chief who in turn shall relay said information to the Chief of Police. All personnel information regarding reporting times and hours worked shall be forwarded to the Chief of Police.

The Chief of Police or his designee shall report information regarding the current status, conditions, concerns, needs, etc. to the executive director.

Essential Personnel and Schedule of Hours:

All sworn law enforcement officers with the Crescent City Connection are considered "essential personnel" and are subject to being called upon to report to work during a state of emergency. The Chief of Police or his designee shall make the determination as to exactly how many officers are called based upon the circumstances of the event. If called upon to report in, officers may be expected to remain throughout the crisis until formally relieved by their supervisor.

Reporting in to work as set forth in this policy is a condition of every officer's continued employment with this agency. Failure to comply with these provisions may result in disciplinary action, up to, and including, termination.

Officers who are called upon to report in to work as set forth in this policy shall be compensated at their normal overtime rate for a maximum of 16 hours per day, thereby allowing a minimum of 8 hours rest each day. The 16 hour work schedule shall remain in effect until conditions allow for 'step down' measures to be implemented. Typically, after the initial crisis has passed and the situation begins to stabilize, officers will be put on a 12 hour per day schedule, 7 days a week, until notified by their supervisor as to when their "normal" schedule can resume.

The 16 hour per day schedule shall be:

B Watch and C Watch personnel shall report 06:00 to 22:00

A Watch and D Watch personnel shall report 18:00 to 10:00.

The 12 hour per day schedule shall be:

B Watch and C Watch personnel shall report 06:00 to 18:00

A Watch and D Watch personnel shall report 18:00 to 06:00

Reporting for Hurricanes:

- A. In the event any tropical disturbance enters the Gulf of Mexico all officers shall be on notice and are subject to being called in to work. Personnel should monitor weather advisories closely. Approved leave at this point is subject to cancellation at the discretion of the Chief of Police.
- B. If a category 2 or below hurricane, or a tropical storm is forecasted to strike within the strike zone, officers should make the necessary provisions for their families, i.e., evacuation, securing personal property, securing important documents, etc., and be on notice to be potentially called in to work.
- C. If a category 3 or above hurricane is forecasted to strike anywhere in the strike zone within 8 hours or less, or if a state of emergency is declared by the governor for the Greater New Orleans region, all officers **shall** resort to the above listed 16 hour schedule and report in accordingly.
- D. For purposes of this policy, the forecast of the storm striking within 8 hours or less will be determined by the first effects of the storm making landfall, not the “eye” of the storm.
- E. Watch commanders must take into account that a reasonable amount of time may be needed for their personnel to provide the necessary precautions for their families. Especially those officers who are actively working their normal schedule when the news of imminent landfall within the strike zone is relayed. This may require the re-arranging of work schedules or allowing for leave. Schedule adjustments such as these are allowable provided this information is brought to the attention of the Deputy Chief immediately.
- F. Upon reporting to work, the potential for officers to remain for several days is great. Having that knowledge, they should bring with them, at a minimum, the following provisions. Note: It is the intention of the Department to provide for many of these provisions, however, officers should always be prepared for the unexpected.
 - 1. Several changes of clothing and uniforms
 - 2. Toiletries, toothpaste, toothbrush, soap, etc.
 - 3. Bath towels
 - 4. Food, snacks, etc. (non-perishable)
 - 5. Drinking water
 - 6. Necessary medications
 - 7. Blankets, pillows, air mattresses, or sleeping bags
 - 8. Books, magazines, and other reading material
 - 9. Flashlights, portable radios, and batteries
 - 10. Spare batteries for Department issued two way radio (fully charged)

Uniforms:

Officers shall report in to work wearing their issued uniforms, and bring with them any and all gear needed to successfully perform their duties. Officers should bring with them additional uniforms. After the event has passed and the Department switches to an assessment and recovery mode, officers may wear black or navy blue BDU type pants and a shirt that clearly identifies them as a police officer. Blue jeans and shirts that do not clearly identify the wearer as

a police officer are not allowed for police personnel. Upon the Department's return to normal day to day operations, officers must resume wearing their issued uniform.

Responsibilities:

The following is a brief description of the responsibilities that shall be bestowed upon the police personnel who report in during the state of emergency. It is by no means intended to be all inclusive as to what may be required to accomplish a successful outcome. The following responsibilities are not intended to be listed in any particular timeline.

It **shall** be the responsibility of each watch commander to document the activities of their respective subordinates. Recorded information shall include, but not be limited to, information such as when personnel report in, assignments given out, accomplishments, extraordinary events, dates, times, etc. All recorded information shall be forwarded to the Chief of Police or his designee every 6 hours. Each watch commander shall be responsible for submitting an 'After Action' report, set in timeline fashion, upon the conclusion of the crisis. Additionally:

1. Officers shall ensure the gas in their police vehicle never falls below three quarters of a tank.
2. At the direction of the Chief of Police or his designee the HOV lanes may be placed in the West Bank to East Bank configuration or vice versa to assist with the needs of the public.
3. At a time to be determined by the Chief of Police or his designee, all police vehicles may be relocated to the HOV lanes, or some other safe haven, for protection against flooding and/or damage.
4. The Police Dispatcher shall be responsible for receiving and accurately logging telephone calls from CCCD personnel who have evacuated and are calling in to obtain updates or instructions.
5. The Police Dispatcher shall obtain the employee's name, a valid contact telephone number, and the employee's current location. This information shall be forwarded to the Chief of Police.
6. Officers shall be given assignments to meet the needs of the situation as they may arise. These assignments may include, but not be limited to, traffic control at critical intersections, blocking of entrance ramps or roadways, assist with evacuating, building security, escorts, etc.

Work and Sleeping Quarters

During a hurricane, all officers will be directed to report to either the police/maintenance building or the administration building for safety purposes. No officer shall remain outside during the course of a storm. After the storm has passed and outdoor conditions are deemed safe, as determined by the Chief of Police, the Department will commence with assessing damage and begin recovery efforts. At this time those officers whose schedule (as outlined above) falls within this time frame shall report to the police building where they will be given out assignments. If not instructed otherwise, all other officers must report in according to the hourly schedule listed above.

The administration building and/or certain designated portions of the police/maintenance building shall be reserved for sleeping quarters, eating quarters, and shower facilities.

The Crescent City Connection administration building and police/maintenance building may be utilized by first responders from various local, state and federal agencies; however, the utilization of CCCD facilities by said personnel shall not interfere with the operation of the Department, or present conflict with the procedures set forth within this policy.

The Crescent City Connection administration building and police/maintenance buildings are not designated evacuation shelters. As both of these buildings are to be utilized exclusively by

essential personnel and first responders to work, eat, and sleep, the Department will not be able to accommodate family members and/or pets.

It is due to the above stated reasons the Department strongly urges that, prior to an event, all officers provide for the safety and well being of their family members and/or pets by evacuating them out of harms way well in advance of said officers reporting to work.

Meals:

Throughout the course of the state of emergency, the Department shall provide each employee with “Meals Ready to Eat” and bottled water.

It should be noted that if the Department is able to provide alternate meals to essential personnel, or if conditions improve to where personnel are able to provide for their own meals, the “Meals Ready to Eat” will no longer be distributed.

APPENDIX 6 – CCCD POLICE CRITICAL INCIDENT RESPONSE

CCCD POLICE CRITICAL INCIDENT RESPONSE

POLICY MANUAL

Issued 07-30-2007

Policy Number 17.26 Critical Incident Response

17.26.01 Purpose

To standardize Crescent City Connection Division Police Department command and control procedures and related functions for crisis response and designated special tasks. This includes responsibilities for incident command, operational and logistical staffing, planning, deployment of resources, and crisis management.

17.26.02 Definitions

- A. **Critical Incident** - An extraordinary event which places lives and property in danger and requires the commitment and coordination of various resources for resolution. Examples of critical incidents include, but are not limited to: hazardous material responses, civil disturbances, and man made or natural disasters.

- B. **Special Task** - A responsibility outside the daily function of individual shifts. Special tasks may also require the coordination of various resources, usually without the high degree of risk associated with critical incidents. An event is classified as a special task when designated by the Chief of Police. Special tasks are classified into two types:
 - 1. Level One Special Task - An event that impacts or affects primarily one shift.

 - 2. Level Two Special Task - An event that impacts the organization as a whole and requires detailed planning for successful resolution. This task generally requires a serious commitment of resources from the Department. Examples of a Level Two Special Task may include: Mardi Gras and Presidential Movements.

17.26.03 Procedure

- A. The planning and execution of events designated as critical incidents shall be the responsibility of the Department's Critical Incident Commander.

- B. An event classified as a Level One Special Task may generally be planned and executed at the shift level in accordance with the provisions of this policy.
- C. Events designated as a Level Two Special Task generally require the Special Task Supervisor to coordinate the Department's planning response.
- D. The Chief of Police shall designate a Special Task Commander who will be responsible for the planning and execution of a Special Task. The Chief of Police shall also have the option of assigning the responsibility of the Special Task to the Critical Incident Commander.
- E. Any shift planning an event which could be considered a Special Task shall make written notification to the Chief of Police, through the chain of command, for classification and planning guidance.
- F. The Critical Incident Commander is the approving authority for ongoing operational planning conducted during the execution of an actual Critical Incident response. The Special Task Commander is the approving authority for ongoing operational planning conducted during the execution of all Special Tasks.
- G. Initial Response
 - 1. The shift supervisor shall immediately respond to the scene of the Critical Incident. The goal of the initial response is containment and stabilization.
 - 2. First Responders should be guided by seven critical tasks.
 - a. Establish Communications and Control.
 - 1) First responders must maintain constant radio contact with CCCDPD Headquarters, relaying vital information concerning the nature and scope of the incident. The initial responder shall control and contain the situation until the arrival of trained personnel. The shift supervisor shall be the on-scene supervisor for CCCDPD personnel until properly relieved by specialized responders, such as the Fire Department, SWAT, or a Hazardous Material Response Team.
 - b. Identify the Danger Area.
 - 1) The Danger Area, also referred to as the "hot zone", encircles the area containing the immediate threat or critical incident (i.e., chemical spill, fixed site facility, hostage situation, etc.) and poses danger to the public within the immediate vicinity of the threat or structure.
 - 2) Danger Areas must be identified and this information communicated to avoid potential casualties to other responding public safety personnel. Identifying Danger Areas is also the first step in determining if evacuation of civilian personnel is required, including any injured persons.

- c. Establish an Inner Perimeter.
 - 1) The Inner Perimeter, also referred to as the “warm zone”, encircles the hot zone and must be established to isolate and contain the incident. The inner perimeter acts as a buffer zone between the hot zone and the cold zone.
 - 2) No one should be allowed to enter the inner perimeter without the direct approval of the on-scene supervisor.

- d. Establish an Outer Perimeter.
 - 1) The Outer Perimeter, also referred to as the “cold zone”, encircles the warm zone and acts as a buffer zone to the warm zone. An outer perimeter is needed to direct the flow of vehicular traffic and civilians away from the incident area. Particular care should be taken to maintain clear avenues of approach into the crisis area for responding units or other public safety responders.

- e. Establish a Field Command Post.
 - 1) An emergency field command post must be established as soon as possible. Shift supervisors should coordinate with other law enforcement agencies to establish initial control and containment at the scene. Each agency should have a supervisor at the field command post to provide for a unified effort and the most effective utilization of available resources.

- f. Establish a Staging Area.
 - 1) A safe, secure location for the reception of additional resources should be established in the outer perimeter. The site of the staging area must be near the incident but outside the immediate danger zone.
 - 2) All responders should report to the staging area unless otherwise directed.

- g. Request Resources.
 - 1) The on scene supervisor should immediately identify and request the resources needed to safely resolve the incident. The initial assessment of required personnel and equipment should be made as soon as possible. This includes, but is not limited to:
 - a) Appropriate command personnel
 - b) The time required to mobilize off duty personnel
 - c) Specialized responders (Hazmat, Swat, Etc.)

d) Additional equipment

Extreme caution should be used in responding to hazardous material related incidents. Responders should use the [Federal Response Guide](#) to establish a safe distance and the outer perimeter. [Policy 17.28, Response to Hazardous Material Incidents](#), provides additional emergency response information specifically for hazardous material incidents.

H. The Critical Incident Command System

1. The Crescent City Connection Division Police Department Critical Incident Command System (CICS) is the command process which will be utilized for Critical Incident management and the execution of Level Two Special Tasks, unless otherwise directed by the Chief of Police.
2. The Critical Incident Command System is based on the designation of a specific Critical Incident Commander and Staff to manage crisis situations, regardless of the event location.
3. The Critical Incident Command System shall be operational for:
 - a. Hazardous Material Incidents
 - b. Natural or man-made disasters
 - c. Level Two Special Tasks
 - d. Other incidents upon the order of the Chief of Police, or his designee.

I. Critical Incident Commander

1. The Chief of Police will designate the Critical Incident Commander.
2. The Critical Incident Commander shall:
 - a. Serve as the Chief of Police's personal representative at the scene of Critical Incidents or designated Special Tasks.
 - b. Possess direct line authority over all CCCDPD personnel assigned to the incident/task.
 - c. Assess available resources.
 - d. Coordinate with other law enforcement agencies or public safety agencies associated with the incident/task.
 - e. Assess and determines incident/task priorities.

- f. Have final authority and responsibility for the resolution of the incident/task.
- g. Ensure that a written record of the incident/task is maintained.

J. The Deputy Critical Incident Commander

- 1. A member of the rank of Lieutenant or above may be designated as the Deputy Critical Incident Commander.
- 2. The Deputy Critical Incident Commander shall:
 - a. Serve as second in command of personnel assigned to the Critical Incident or Special Task.
 - b. Recommend action plans to the Critical Incident Commander.
 - c. Serve as the Critical Incident Commander in his absence.
 - d. Ensure that coordinated staff planning and logistical functions are completed.
 - e. Perform other duties as required by the Commander.

K. Critical Incident Management Staff Responsibilities

- 1. The Squad Commander shall:
 - a. Be of the rank of Lieutenant.
 - b. Be continuously observant and note any changes in the condition of the incident.
 - c. Recommend action plans to the Incident Commander.
 - d. Confer with off-going shift supervisors on matters needing immediate attention and/or pending action.
 - e. Prepare reports and briefings for the command staff and present such information as directed.
 - f. Perform other duties as required by the Critical Incident Commander.
- 2. The Team Leader shall:
 - a. Be of the rank of Sergeant.
 - b. Assist the Squad Commander in running the shift and serve as Squad Commander in his absence.
 - c. Gather information from field personnel regarding situational needs and incident status, and facilitate the flow of information between the Incident Commander and field personnel.
 - d. Prepare incident status reports for the Critical Incident Commander and the Command Staff.

- e. Perform other duties as required by the Squad Commander.
3. The Administrative Officer shall:
- a. Maintain a personnel status record detailing name, assignment, duty status, and number of hours worked per day.
 - b. Maintain an overtime log and draft time sheets for members assigned to the incident.
 - c. Track the duration on-duty time for each officer and make relief recommendations to the Team Leader.
 - d. Assist with the after-action report.
 - e. Perform other duties as required by the Squad Commander.
4. The Logistics Officer shall:
- a. Ensure that necessary mission and support equipment are available as needed.
 - b. Anticipate logistical needs.
 - c. Arrange for food, water, sanitation facilities, and other subsistence requirements.
 - d. Coordinate and supervise security at the staging area.
 - e. Coordinate transportation needs for removing evacuees and victims from the Critical Incidents and for facilitating emergency personnel to the incident.
 - f. Perform duties of the Administrative Officer in the absence of a designee for that position.
 - g. Perform other duties as required by the Squad Commander.
5. The Recorder shall:
- a. Maintain a thorough, chronological log of all events related to the critical incident. A log containing only radio transmissions is not sufficient.
 - b. Maintain a database of the names, contact numbers, and locations/addresses of all persons pertinent to the critical incident.
 - c. Maintain records of information gathered during the critical incident such as maps, alerts, and any information received from the public.
 - d. Maintain a record of all operations undertaken by CCCDPD personnel during the critical incident.
 - e. Perform other duties as required by the Squad Commander.
6. Staging Area Officer

In some crisis situations, it may be preferable to locate the staging area some distance from the command post. This setup will require a separate Staging Area Officer to coordinate the assignment and dispatching of personnel at the staging area. The Logistics Officer shall be responsible for staging area duties in the absence of a specific Staging Area Officer. The Staging Area Officer shall:

- a. Coordinate and supervise security for the staging area as needed.
- b. Maintain a record of all personnel and specialized equipment reporting to the staging area. The log should reflect the current status of personnel and equipment as they respond and return from assignments.
- c. Establish and maintain communications with the command post to provide the current status of resources and personnel.
- d. Provide assistance to the Logistics Officer as required.
- e. Perform other duties as required by the commander.

7. The Safety Officer shall:

- a. Ensure that proper safety procedures are followed during all phases of the Critical Incident.
- b. Recommend safety procedures to the Critical Incident Commander.
- c. Document any injuries to personnel and liability issues that may arise during the Critical Incident.
- d. Coordinate with the Logistics Officer and medical personnel to designate an area for medical treatment and coordinate the removal of injured civilians or personnel from the Critical Incident.

8. It is not necessary that a separate person perform each of the above listed duties. The above listed management staff positions and duties can be combined into fewer positions at the discretion of the Critical Incident Commander. Other positions or assignments can be made by the Critical Incident Commander to meet the requirements of a specific incident. Additional assignments could include members of other gangs (Ferry Operations, Maintenance, Etc.).

L. Command Post Operations

1. An effective command and control system must be responsive to the demands of higher command authority while providing for continuous planning, coordination, and assessment in every situation. The purpose of a command and control system is to:
 - a. Provide the Commander with accurate, timely information for developing feasible courses of action and making logical decisions.

- b. Translate the Commander's decisions into plans and orders.
 - c. Communicate these plans to subordinates.
 - d. Supervise the execution of plans and orders.
2. The command and control process is based on the following principals:
- a. Missions and tasks must be stated simply and concisely.
 - b. Missions, tasks, and resources must be in reasonable balance.
 - c. Functional responsibilities for all parts of the command and control process must be clearly defined.
 - d. Clear command relationship must be established.
 - e. Assignment of missions and tasks must be consistent with the capabilities of the units or individuals to which they are assigned.
 - f. Coordination among staff elements and with the Commander must be continuous.
 - g. Information management and communications systems must be so integrated that the essential elements of information are available when and where they are needed by the Commander.

3. Mission Documentation

The following data must be available for review by response personnel:

- a. A personnel roster or display, detailing individuals assigned to the incident, their specific assignments, duty status, and location.
 - b. An incident log detailing the emergency and all actions taken for resolution.
 - c. An individual mission/task assignment log indicating the status of the subordinate mission/tasks required for successful resolution of an emergency.
 - d. A visual display of the affected incident area, indicating the locations of any hazards, the inner/outer perimeter, control elements, other law enforcement personnel, or other pertinent information.
 - e. An operational planning guideline/checklist for mission execution.
4. Delegation of Duties
- a. The Critical Incident Response Commander and staff must delegate specific assignments and details to their supervisors, while providing guidelines and direction. A specific time should be established for the completion of the task or next information/progress briefing.

- b. One of the most useful guides for crisis contingency planning and delegation management is the “1/3 - 2/3” rule. The Commander and his staff use no more than 1/3 of the available time to decide on a general course of action. This arrangement leaves 2/3 of the available time for supervisors to plan for the actual mission execution.

5. Staffing

- a. Each function represented in the Critical Incident Management Staff should maintain a presence in the command post. This ensures that the Critical Incident Commander and his principal staff members receive the information necessary to make accurate, timely decisions.
- b. Should a key staff member leave the command post, an assistant with full authority should relocate to the command post until the staff member returns. The Commander and Deputy Commander should never leave the command post at the same time. If the Commander leaves the command post to conduct a leader’s reconnaissance, the Deputy Commander shall have full authority to act on emergency information that may develop while the Commander is unavailable.

6. Location

The command post location should:

- a. Be a physically safe area.
- b. Have adequate radio coverage.
- c. Provide utilities such as electrical power, telephones, etc.
- d. Be upwind and uphill from the crisis site if hazardous materials are involved or chemical agents will be deployed.
- e. Be close to the crisis and staging area.

7. Situational Maps

- a. Situational maps detail a position or area with respect to conditions and circumstances at a critical incident. Maps should include ingress and egress routes, topographical features, utility information, and other information significant to the nature of the Critical Incident.

8. Command and Control

- a. Security and controlling access to the command post must be established as soon as possible.
- b. The Logistics Officer shall be responsible for coordinating security in high threat areas.

- c. Only personnel authorized by the Critical Incident Commander may be admitted to the command post.
- d. Separation of support personnel not assigned duties in the command post should be accomplished as soon as possible.
- e. A separate area should be designated for support services to keep the command post clear of unnecessary personnel or distractions.
- f. Separating the Command and Control Process.
 - 1) During major events such as large scale civil disobedience, the Critical Incident Commander may need to divide the command and control process. A forward command post may be deployed near the crisis site with the primary command post located in a safe area well to the rear. The individuals responsible for implementing tactical plans should be stationed in the forward command post and the strategic planners in the rear facility.

M. Critical Incident Response

1. A critical incident response may be invoked in the event that an emergency or potential emergency, which could result in the possible loss of life or serious injury to the public and the magnitude of the emergency, exceeds the ability of an individual shift.
2. Shift Commanders shall compile rosters for each shift including names, home addresses, home telephone numbers, and any cellular or pager numbers. Shift Supervisors shall act as Team Leaders and shall be responsible for activating personnel assigned to their shift for a Level 2 or 3 response. Completed rosters shall be placed on file with the Critical Incident Commander. Commanders shall review and update the rosters quarterly.
3. The Critical Incident Commander will develop a Critical Incident response plan that identifies critical jobs and personnel to include police officers, marine and bridge maintenance personnel, electricians, marine operations personnel, etc.
 - a. The Critical Incident Commander is responsible for developing a plan that will provide maximum personnel in support of the following levels of response:
 - 1) Level 1: (Normal Operations) Emergencies are handled by using assigned shift personnel on an overtime/compensatory time basis.
 - 2) Level 2: All days off canceled. Commissioned officers are placed on a twelve hour on, twelve hour off daily rotation schedule.

- 3) Level 3: Other Gangs or other agency personnel augmentation (Each Gang Leader retains responsibility for their assigned personnel).
 - 4) Level 4: National Guard augmentation (by the Governor's authority).
4. In the event of such a Critical Incident, all commissioned officers and/or other employees that are so designated by the Critical Incident response plan shall be considered essential personnel. Commanders shall notify those personnel in advance of such emergencies of their obligation as essential personnel.
5. The Critical Incident Commander has the authority to place the department in Level 2 status when such actions are considered appropriate. Permission to place the agency in a Level 3 through 4 status must first be approved by the Executive Director or his designee.
6. After the request to place the agency in either a Level 3 or 4 status has been approved, the Critical Incident Commander will contact the Team Leaders with instructions and reporting times for shift personnel. Team Leaders will then notify personnel under their supervision. Depending on the severity of the emergency, the Critical Incident Commander may choose to place other essential personnel on standby. The Critical Incident Commander will then contact the additional Team Leaders and advise them to place their personnel on standby.
7. The Critical Incident Management Team shall assume administrative responsibility for augmented personnel until they are released back to their parent gang.
8. Shift Commanders shall assess the progression of the Critical Incident and will make a recommendation to the Critical Incident Commander as to returning to normal operations. The decision to stand-down from a Critical Incident shall be made by the Critical Incident Commander. Due to the severity of a situation, the Critical Incident Commander may elect to phase out emergency operations. Once the decision has been made to stand-down or phase out emergency operations, augmented personnel shall be released to their parent gang.
9. The Critical Incident Commander shall prepare an after-action report for the Chief of Police within thirty days after the conclusion of the Critical Incident. The report shall detail the Department's response to the Critical Incident and include an analysis of the significant events and review of incident management practices, and an examination of practices employed. The report shall also include any proposals to improve incident management strategies and recommendations for training.

N. Coordinating a Multi-Agency/Liaison Critical Incident Response

1. At a major incident or disaster, the Crescent City Connection Division Police Department will be one of many responding agencies. A unified command post consisting of representatives of the participating agencies should be established. Clarification of each agency's exact roles and responsibilities is vital, and the Crescent City Connection Division's role must be clearly defined. The Crescent City Connection division may function as the primary agency or take a support role to the local agency having primary jurisdiction.
2. A separate command post for the Crescent City Connection Division Police Department should be established to control the missions and responsibilities assigned to the department by the unified command post. The primary responsibility of the Crescent City Connection Division Police Department command post is controlling operational missions assigned by the unified command post, not strategic planning.
3. Local parishes have established Emergency Operations Centers (EOC) to facilitate multi-agency response to major emergencies, such as hazardous material spills or natural disasters. The Critical Incident Commander should assign a commissioned member to liaison duties at the local EOC if activated during a Crescent City Connection Division Police Department Critical Incident response. The Crescent City Connection Division Police Department local EOC liaison's primary duties are to represent the Crescent City Connection division and keep the Critical Incident Commander informed through regular intelligence/information updates.

O. Operational Planning

1. Successful planning requires a systematic approach to problem solving. The steps in the general planning process are:
 - a. Analyze the mission.
 - b. Collect intelligence and other information.
 - c. Coordinate with other gangs as needed.
 - d. Analyze the mission area.
 - e. Plan for the use of available time.
 - f. Develop and analyze different course of action; obtain the Chief of Police's or the Critical Incident Commander's guidance on a course of action to be implemented.
 - g. Complete the written plan.
 - h. Obtain approval of the final written plan from the Chief of Police or the Critical Incident Commander as appropriate.
 - i. Modify the plan as required to meet changing situations.

- j. Keep the chain of command informed.

2. Operational Plan/Order Format

- a. The five paragraph order format provides a structured planning tool that shall be utilized to prepare the written plans for Critical Incident response and Special Tasks. An Operation Plan becomes an Order when approved and issued for execution. The five paragraphs of the Operation Plan/Order are:

- 1) Situation - This is a clear, concise statement concerning the nature and location of the event. This could include the following subparagraphs:

- a) Activity - exactly what is occurring
- b) Location(s) - complete description
- c) Intelligence information - everything known about event, location, or other pertinent information
- d) Caution statement when appropriate
- e) Other law enforcement or supporting agencies

- 2) Mission - This is a clear, concise statement concerning who, what, where, and when pertaining to the mission.

- 3) Execution

- a) Commander's Concept of the Operation - This is an overview of how the mission will be executed and is stated in broad terms to provide a general reference.
- b) Specific Duties - This portion details the exact responsibilities for each shift/gang and individual. It is vital that each shift, gang, and individual know specific primary and secondary duties.
- c) Coordinating Instructions - This includes information such as pertinent times, signals, or other details facilitating the coordination between different shifts, gangs, or other law enforcement agencies. The names and contact information of key personnel from other shifts, gangs, or law enforcement agencies should also be included.
- d) Rules of Engagement - This is the use of force policy that shall be utilized by personnel assigned to the event.
- e) Contingencies - This includes any potential problems and responses should they occur.

4) Administration/Equipment

- a) Administration - This section includes details such as medical support, handling prisoners, time keeping information, and other administrative information.
- b) Equipment - A listing of all equipment needed to accomplish the mission must be provided. This includes individual equipment such as duty uniform and weapon in addition to any specialized equipment needs for a specific mission or function.

5) Command/Communications

- a) Command - This includes a detailed listing of the chain of command, location of the Commander and command post. This portion of the order is critical to establishing clear command relationships and responsibilities.
- b) Communication - A listing of primary and alternate radio channels, landline, and cellular telephone numbers, and any special call signals/words or instructions pertaining to communications must be included.

6) Other Tactical Considerations

- a) Rumor Control - The PIO shall be responsible for rumor control by ensuring that accurate information, which has been approved for release by the Incident Commander, is released in a timely manner to the media. Inaccurate information being broadcast or printed by the media shall be corrected immediately. All personnel shall refrain from giving personal opinions and unverified information to the public or the media. Personnel should contact the PIO for information to be disseminated to the public, and all media inquiries shall be referred to the PIO.
- b) Public Facility Security - Depending on the nature of the Critical Incident, the Incident Commander must consider the security of the public facilities in or near the Critical Incident area. These facilities may require additional security to ensure continued and safe operation for the duration of the incident. The Incident Commander shall coordinate security needs with other law enforcement agencies as needed.
- c) Traffic Control - Key access and traffic control points leading to and from the Critical Incident should be identified

and, if necessary, posted with law enforcement personnel to ensure the routes remain open and clear of debris, parked vehicles, or other obstructions.

- d) Evidence - Evidence collection shall be in accordance with [Policy 12.01 Collection and Preservation of Evidence](#).
 - e) Security and Identification - Depending on the nature of a Critical Incident, it may be necessary to establish security and identification procedures in order to maintain controlled access to the incident and prevent unauthorized personnel from entering secured areas. The Critical Incident Commander shall coordinate with the Administrative Commander to develop an identification system to be used for access to the Critical Incident. The Administrative Commander shall be responsible for the development and distribution of any identification cards used during the Critical Incident. The Administrative Commander shall also coordinate the identification and distribution of any identification/security passes for civilian and media access to the Critical Incident.
- 7) Categories of information may be added or deleted under the five main paragraphs as required to fit the needs of a specific event. The exact format for each plan will vary slightly due to the uniqueness of each event. A written Operation Plan should contain all of the information necessary to successfully and safely execute the mission. Every individual, shift, or gang assigned to the operation must clearly understand their role and responsibilities.
- 8) An oral presentation of the final order should be made to all participants at a briefing prior to the beginning of the mission. The briefing should finish with the Commander's summary, review of the rules of engagement, and a question/answer period. A copy of the written Operation Order should be provided to all participants.
- 9) A detailed debriefing should be conducted after the conclusion of the event. The purpose of the debriefing is to review all aspects of the operation, such as planning, execution, and logistical support. A written after-action report should be submitted which includes:
- a) Any problems encountered and the recommended corrective measures.
 - b) Recommendations for overall operational improvement.

- c) Identification of technology or equipment that may be needed for future operations.
- d) Phases of the operation that performed well and do not require future modification.

10) The Critical Incident Commander shall conduct annual training exercises for agency personnel responsible for Critical Incident responses.

- a) Training shall test the Department's mobilization capabilities and familiarize personnel with their duties and responsibilities.
- b) Training should include tabletop exercises, actual exercises, and multiple agency involvement (if possible).
- c) Annual training should be documented by providing:
 - (a) A description of the goals and objectives of the training exercise.
 - (b) A list of personnel participating in the exercise.
 - (c) A written after-action report.
- d) At least once every three years, the Critical Incident Commander shall prepare a written analysis of training exercises and Critical Incidents that required Department mobilization and were conducted throughout the duration.

P. Arrests, Transportation and Detention of Prisoners

- 1. The Critical Incident Commander shall coordinate with the local sheriff and/or city police officials to outline procedures for arrest and detention during a Critical Incident.
- 2. Transportation of arrestees during a Critical Incident shall be handled in accordance with CCCPD [Policy Number 11.05](#).
- 3. Detention facilities shall be the responsibility of the jurisdiction in which the arrest is made.

Q. Special Operations

- 1. If it is determined that Special Operations personnel (SWAT, Haz-Mat, etc.) are needed, the Critical Incident Commander or his designee will request such assistance through the police dispatcher.
- 2. Officers should gather information about the incident and secure the scene until specialized operations personnel arrive.

- a. Nothing in this policy should prevent officers from taking immediate action that they believe will prevent the loss of life.
3. Communications with special operations personnel will be maintained through the statewide interoperable radio system.
4. The Crescent City Connection Division Police Department will turn over all responsibility for the management of the incident requiring special operations personnel upon their arrival.

CALEA Chapter 46

APPENDIX 7 – CCCD POLICE HAZARDOUS MATERIAL INCIDENTS

CCCD Police Response to Hazardous Material Incidents

Policy Manual

Issued 07-30-2007

Revised 10-29-2008

Policy Number 17.28

Response to Hazardous Material Incidents

17.28.01 Purpose

This policy establishes the Department's procedures for reporting and responding to a hazardous material incident.

17.28.02 Responsibilities

A. Individual Emergency Priorities/Responsibilities

1. Dispatcher - Obtain information relevant to the incident such as:
 - a. Exact location.
 - b. Identification of the hazardous material involved.
 - c. Precise nature of the accident or incident.
 - d. Extent of injuries and/or fatalities.
 - e. Other incident information.
 - f. Notification of response personnel such as State Police, private clean up/containment companies, etc. Dispatchers should immediately notify the State Police Haz-Mat Hotline at (225) 925-6595.
2. Initial Officer Upon Scene - Officers should use the [Federal Response Guide](#) for specific response instructions and identification of truck placards.
 - a. Self Protection
 - 1) Approach the incident from up wind.
 - 2) Park the unit safely away from obvious hazards.
 - 3) Avoid spilled substances and/or escaping vapors.
 - 4) Maintain a safe distance.

- b. Confirm the Location

- c. Hazardous Material Identification
 - 1) Identify placards and markings but do not accept as conclusive product identification.
 - 2) Use container shape, valve configuration, shipping papers, and responsible parties to confirm the material.
 - 3) Identify the type of vehicle and carrier's name
 - 4) Relay the above information to the dispatcher.

- d. Containment and Civilian Protection
 - 1) Secure the scene and contain the incident, and if necessary, request additional resources.
 - 2) Evacuate the area when an immediate and obvious threat is present. Identify the potential for incident escalation.
 - 3) Remove injured persons from immediate danger. Identify those potentially contaminated by any hazardous materials and arrange for their removal from the scene.
 - 4) Administer first aid.

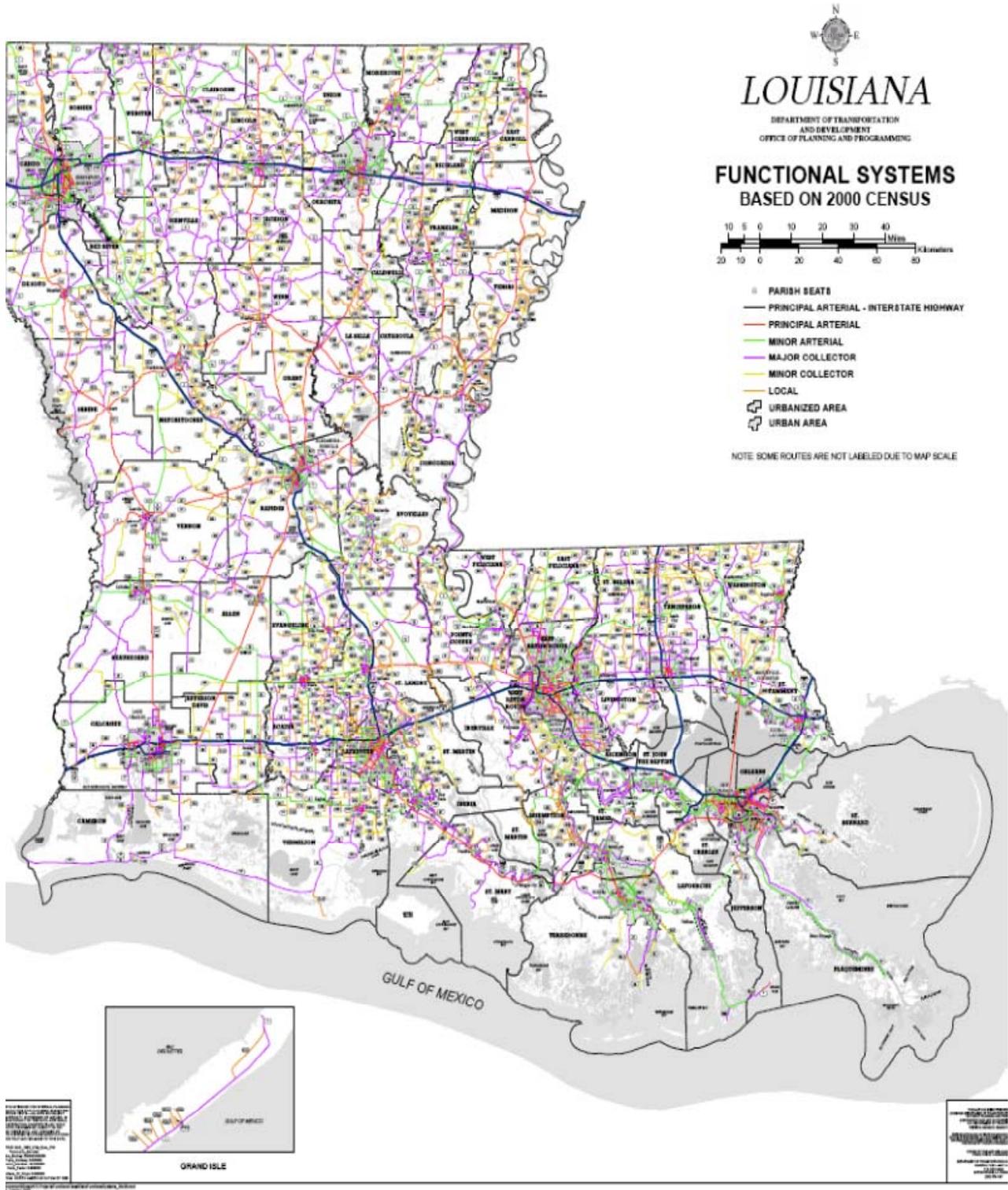
B. The Crescent City Connection Division Police Department will turn over all responsibility for the management of a hazardous material incident when the State Police Hazardous Materials Unit arrives on the scene.

C. Training

- 1. The Crescent City Connection Division Police Department will provide all officers with awareness level training for Haz-Mat incidents. This training will be conducted annually.

CALEA 46.3.4, 61.21, 61.22

APPENDIX 8 – FUNCTIONAL SYSTEMS MAP



APPENDIX 9 – EMERGENCY PURCHASE POLICY

SECRETARY'S POLICY AND PROCEDURE MEMORANDUM (PPM) NO. 38

SUBJECT: Emergency Purchases

EFFECTIVE DATE: February 1, 1977

INSTRUCTIONS: This memorandum supersedes all other memoranda and manuals.

1. It is the policy of the Department to make emergency purchases for materials and supplies that will become a component part of any road, highway, bridge, or appurtenance thereto in accordance with Louisiana Revised Statutes (R.S.) 48:207.
 - a. Emergency purchases are defined in R.S. 48:207 as follows:

"When sections of highway, the component parts thereof, or any facility under the control of the Department are damaged, obstructed, or destroyed by storms, floods, collisions, or other occurrences of violence, so as to impede or interrupt the normal use of the highway or facility, the Secretary may make, or authorize to be made, without requesting bids, such emergency purchases as are required to temporarily repair the highway or facility until permanent repairs can be made. Such temporary repairs will be held to the minimum necessary and plans will immediately be started for the permanent rehabilitation of the highway or facility."
 - b. When an emergency has been declared by the Secretary or his designated representative during normal working hours, the office will contact the Procurement and Warehousing Section for instructions on how the purchase is to be handled.
2. It is also the policy of the Department to make emergency purchases for materials and supplies that will not become a component part of any road, highway, bridge, or appurtenance thereto in accordance with R.S. 39:1598.
 - a. Emergency purchases are defined in R.S. 39:1598 as follows:

"The Chief Procurement Officer or his designee above the level of Procurement Officer may make or authorize others to make emergency procurements when there exists an imminent threat to the public health, welfare, safety, or public property under emergency conditions as defined in accordance with regulations."
3. When an emergency has been declared by the Secretary or his designated representative during normal working hours, the office will contact the Procurement and Warehousing Section for instructions on how the purchase is to be handled. All emergency purchases made in accordance with R.S. 39:1598 require competitive bidding, and all purchases must conform with Executive Order No. EWE 92-53.
 - a. If any emergency occurs after normal working hours, the Secretary or his

designated representative will take necessary steps to eliminate the emergency. The office will notify the Procurement and Warehousing Section no later than the beginning of the first normal work day after said emergency.

- b. All emergency purchases will require a Purchase Requisition, a letter of justification fully explaining the nature of the emergency, a copy of the invoice, and any other required documentation be transmitted to the Procurement and Warehousing Section.
- c. If the purchase does not fall within the guidelines of either R.S. 48:207 or R.S. 39:1598, the purchase cannot be handled as an emergency.

JUDE W. P. PATIN
Secretary
