

LOS ANGELES ZOO
PROCEDURE MANUAL

ZOO EVACUATION PLAN

DATE: May 2024
ORIGIN: Administration and Operations
REFERENCE: Evacuation Plan

PROCEDURE NO.5.1.6 Rev.5

KEYWORDS: Evacuation

INTRODUCTION

The goal of the Los Angeles Zoo Evacuation Plan is to ensure the safe and efficient exit of Zoo employees, volunteers, contractors/vendors, and patrons during an emergency. The procedure for evacuation of Zoo animals is described in the Zoo Fire Preparedness and Response Plan (Procedure #5.1.1).

I. PURPOSE OF THE EVACUATION PLAN

- To evacuate those Zoo employees and volunteers who do not otherwise have responsibilities for responding to an emergency, to a designated evacuation area for check-in with Zoo supervisors.
- To evacuate Zoo contractors/vendors and patrons during an emergency.
- To quickly and safely secure all Zoo facilities in accordance with the procedure governing the particular type of emergency.

II. TYPES OF EMERGENCIES

The Zoo Evacuation Plan is intended to apply to any type of emergency situation which may necessitate an evacuation of the Zoo. The emergency situations may include, but are not limited to, fire, earthquake, animal escape, active shooter, bomb threat, extreme weather, and loss of critical infrastructure (including electrical power).

III. AUTHORITY TO INITIATE AN EVACUATION OF THE ZOO

The order to evacuate the Zoo shall come from any of the following: Zoo General Manager, Acting Zoo General Manager, Zoo Incident Commander (IC), or (LAPD/LAFD) IC.

Zoo Security Services Division has primary responsibility for carrying out the evacuation under the direction of the Zoo General Manager/IC. Zoo Security may require the assistance of Zoo employees in the evacuation of patrons. In the case

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that Zoo Security encounters obstacles to a safe and efficient evacuation, LAPD will be called for assistance.

IV. EVACUATION ROUTES AND EVACUATION AREAS

Zoo division managers and supervisors shall ensure that all Zoo employees and volunteers are familiar with pre-designated evacuation routes and evacuation areas.

TABLE I: Evacuation Routes and Evacuation Areas

| Route | Area |
|--|---|
| Primary Route: Exit through the Main Zoo and out the front Entry Plaza. | Area A: Assemble in a safe location near the front of the Zoo. |
| Secondary Route: Exit down the south service road and through the electronic gate. | Area A: Assemble in a safe location near the front of the Zoo. |
| Alternate Route: Exit to the back of the Zoo, up the rear service road, past the Animal Health Center, and through the rear entry gate. | Area B: Mineral Wells Picnic Area. |

The Zoo General Manager or IC may order an evacuation following one or more of the routes and to either or both of the evacuation areas. If a route or area is not specified, employees and volunteers should evacuate by using the safest and nearest available route. Employees and volunteers should guide patrons to evacuate along the route(s) specified in the evacuation order. Employees and volunteers shall follow any instructions received from a public safety officer. Any Zoo employee or volunteer may be asked to assist with an evacuation.

V. EVACUATION SUPPLIES

The Zoo Safety Office has provided supervisors of divisions and sections with numbered flags and evacuation backpacks stocked with emergency supplies.

Megaphones are stored at the Zoo Security Office, in each of the five Animal Escape Boxes, and in the IC Evacuation Backpack in the Department Operations Center (DOC) (City Conference Room). Whistles are stored in the DOC.

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VI. DIVISION / SECTION EMERGENCY COMMUNICATION PLAN

The supervisor of each division/section listed in Attachment A shall be responsible for preparing an “Emergency Communication Plan” (Attachment B). The plan will include a “telephone tree” listing each member of the division/section along with their cell phone number. Supervisors shall update the plan as employees join or leave the divisions/sections.

Supervisors will retain the plan and use it to facilitate contact with all employees in their divisions/sections during an evacuation or other emergency. A copy of the plan shall be provided to the Zoo Emergency Management Coordinator.

VII. EVACUATION INSTRUCTIONS

General Instructions

The order to evacuate may be communicated via any combination of the following: radio, landline, cell phone, email, Everbridge mass notification system, public address system, or direct verbal communication. Upon receiving the order to evacuate from the Zoo General Manager or IC, Zoo Security will immediately make a radio broadcast.

The order to evacuate may apply to:

- The entire Zoo
- A certain section or area of the Zoo
- All Zoo employees
- Zoo employees in specific divisions or sections
- Zoo staff, volunteers, and patrons
- Patrons only

Instructions for Zoo Employees and Volunteers

Upon receiving the order to evacuate, Zoo employees shall:

- Turn off office lights and computers
- Take purses, wallets, cell phones, keys, jackets, and any prescription medicines with them
- Secure tools and equipment if safe to do so
- Close office doors, leaving them unlocked

NOTE: Do not use elevators.

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Upon receiving the order to evacuate, Zoo employees and volunteers will proceed by the designated evacuation route to the designated evacuation area. Each Zoo employee and volunteer will assemble in the evacuation area at the numbered flag corresponding to their respective division or section, check in with their supervisor, remain on site, and await further instruction. If the employee's/volunteer's supervisor is not present, check-in with the nearest available supervisor and await further instruction.

Instructions for Zoo Supervisors

Upon receiving the order to evacuate, Zoo supervisors of the divisions/sections listed in TABLE II will also:

- Bring their numbered evacuation flag.
- Bring their evacuation backpack.
- Bring their radio.
- Bring their "Emergency Communication Plan".

Zoo Human Resources shall provide each of the supervisors with a current personnel roster for their respective divisions/sections. The rosters shall be kept current and updated by Human Resources each pay period (bi-weekly). Supervisors will conduct roll call until all employees are accounted for, and shall submit completed rosters to the Emergency Management Coordinator for record-keeping. Supervisors shall report the status of roll call to Business Operations (Flag #3). Business Operations shall report the status of roll call to the Incident Commander.

Instructions for Zoo Employees and Volunteers when Evacuating Patrons, Vendors, Contractors

When instructed by a Zoo security officer, an LAPD officer, or a Zoo supervisor, Zoo employees and volunteers will assist vendors/contractors and patrons in evacuating the Zoo, with particular care and attention given to young children, the elderly, and those who may be physically disabled.

The employee will state, clearly and calmly: "ATTENTION, ATTENTION: We have an emergency condition. Proceed immediately to [the Zoo front entrance, the main parking lot, etc.]. Please remain calm." Motion to the proper direction. Employees should make use of megaphones and whistles, where available and safe to do so.

In the event that it is unsafe to proceed with the evacuation (as when an active shooter or escaped animal is in close proximity), the employee will use best efforts

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to evacuate patrons to the nearest safe shelter (restroom with a door, restaurant with a door, shops, offices, classrooms, and other buildings).

VIII. INDIVIDUAL AND DIVISION-SPECIFIC RESPONSIBILITIES

Animal Care: Secure animal areas in accordance with Zoo procedures applicable to the particular emergency.

Animal Care Volunteer Coordinator: Retrieve log of on-site volunteers from the Volgistics database.

Animal Health: Secure animal areas in accordance with Zoo procedures applicable to the particular emergency. Evacuate with a vehicle equipped with essential drugs and capture equipment.

Business Operations: Report to evacuation area and assist IC with status of roll calls and any other necessary actions.

Communications: Report to the DOC. Enact the Zoo Crisis Media Response Plan. Under the direction of the IC, prepare written statements for dissemination to the media. Respond to media inquiries. Under the direction of the IC, prepare and transmit Everbridge notifications.

Construction: If feasible and at the direction of the IC, meet with vehicles at the Construction Yard and await further instruction before proceeding to the evacuation area. Secure fuel pumps via the emergency shut-off switch if the reason for evacuation is a fire or earthquake. Notify on-site contractors and vendors of the evacuation and report status of contractors and vendors to Zoo Security.

Finance and Accounting: Secure and deposit all funds into safes. Activate alarm systems as appropriate.

GLAZA Volunteer Coordinator: Retrieve log of on-site volunteers from the Volgistics database. Maintain emergency contact information for all GLAZA Volunteers and provide the information to the IC upon request.

Grounds Maintenance: If feasible and at the direction of the IC, meet with vehicles at the Grounds Maintenance Yard and await further instruction before proceeding to the evacuation area.

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Guest Services: Secure and deposit all funds into safes. Unlock all exit gates and direct exiting patrons to the parking lot. Activate alarm systems as appropriate and turn off front entrance plaza music when it is safe and time permits to do so. Complimentary passes shall be issued to patrons if it is safe to do so.

Executive Offices: Notify and update the Mayor's Office, the Fourth Council District Office, and Zoo Commissioners.

Human Resources: Distribute current personnel rosters to supervisors in the evacuation area. Maintain emergency contact information for all Zoo staff and City Volunteers and provide the information to the IC and supervisors upon request.

Learning and Engagement: Prepare to provide further instruction and information about the evacuation/emergency to any school groups or other program groups at the Zoo. Prioritize safe evacuation of Zoo Camp or other programs with minors in the Zoo's care.

Nutrition Center: If the Nutrition Center is not in danger, the storeroom shall remain open, and staff shall issue supplies as needed. If the Nutrition Center is threatened, necessary food and supplies shall be relocated to the GLAZA cart facility and/or the Visitor Services warehouse.

Safety Officer: At the direction of the IC, identify and assess situations potentially hazardous to public health and safety and recommend appropriate actions.

Sustainability and Capital Programs: Provide blueprints and other facility information to assist with building evacuations and damage assessments. Notify on-site construction contractors and vendors of the evacuation and report status of contractors and vendors to Zoo Security.

Systems: If feasible, initiate a back-up of the main file server and the POS server. Disconnect and remove external hard drives with database back-ups and evacuate with these hard drives. Evacuate with extra radios taken from storage.

Concessionaire: Secure and deposit all funds into safes. Activate alarm systems as appropriate. Secure food service equipment.

Zoo Security: Determine the ingress/egress routes for emergency vehicles. Deploy one security officer to the rear gate to await possible LAPD/LAFD vehicles, if Security staffing permits.

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Division Managers: If any division is hosting a contractor, vendor, special event, field trip, etc., the division manager will be responsible for notifying that group of any evacuation procedures.



CEO & Zoo Director Approval

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