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LESSON LEARNED

Personnel Recall During Large-Scale Emergencies: Satellite Parking

SUMMARY

A shortage of available parking can affect response agencies during emergency personnel recalls. A centrally located satellite parking area staffed with shuttle buses running to and from the agency's headquarters can facilitate personnel recall.

DESCRIPTION

The Arlington County Police Department (ACPD) issued a complete staff recall following the September 11, 2001 attack on the Pentagon. All ACPD members received a simultaneous page instructing them to report for duty.

Insufficient parking near the police department headquarters delayed ACPD's personnel recall. No parking spaces were designated for personal vehicles of ACPD officers. Accordingly, many ACPD officers arriving in their own automobiles were unable to find immediate parking close to police headquarters.

During a large-scale emergency, a complete staff recall will quickly deplete available parking near an agency's headquarters. The *Arlington County After-Action Report* recommends that counties enhance their recall measures by identifying a centrally located satellite parking area. Buses can then transport recalled personnel to and from agencies' headquarters, thereby easing parking complications and facilitating the timely arrival of emergency responders.

CITATION

Titan Systems Corporation. *Arlington County After-Action Report on the Response to the September 11 Terrorist Attack on the Pentagon*. May 30, 2002.
(http://www.arlingtonva.us/Departments/fire/edu/about/docs/after_report.pdf)

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