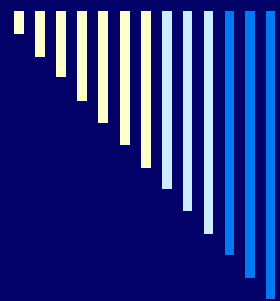


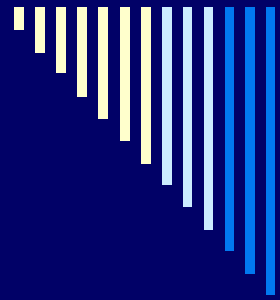
Disaster Planning and Recovery for PSAPs

January 2006



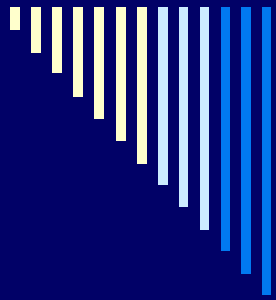
Goals for Today

- Identify Planning Issues for PSAPs
- Not a Lot of Answers Today
- Determine a Direction for Future



Ground Rules

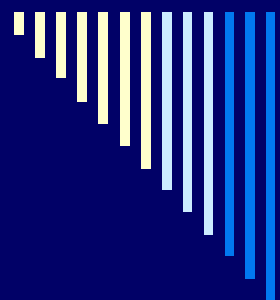
- Not a critique of recent events
- If something went wrong...
 - How do we avoid the problem
 - Not just a complaint session
 - No war stories
- Not a means to solve local Issues



Single PSAP Threats

Expect Lots Of Help

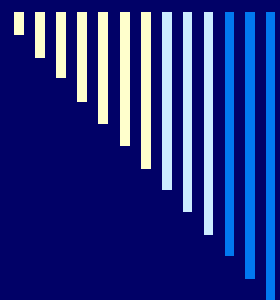
- Tornado
- Fire
- Lightening
- Terrorism
- Hazmat Event - Evacuation
- Vehicle crash into structure
- Flood
- Crime Scene



Multiple PSAP Threats

Help May Be Delayed

- Hurricane
- Ice Storm
- Flood
- Earthquake



Communications Failures

- ❑ No Radio = No Dispatch = No Help
- ❑ Backup Control Radios
- ❑ Backup Repeaters / Base Stations



Pre-Planning @ the PSAP

- Evacuation Plan
 - 9-1-1 Rerouting – (Predefined multiply locations)
 - Admin Line Rerouting
 - Spare Equipment
 - Radios / Phones
 - Desks / Chairs
 - Staffing
 - Return Plan
-



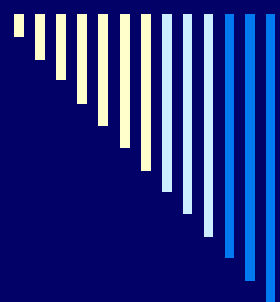
Long / Short Term Plans

□ Immediate Recovery

- Restore Basic Call Handling / Dispatch
- May Lose ANI/ALI

□ Long Term Operations (Months)

- PSAP Burns – otherwise unusable
 - 9-1-1 Trunks – 4 to 5 Days
-



Recovery Logistics

- Physical Space
- Human Needs
 - Eat, Sleep, Rest, Hygiene
- Services / Systems
 - 9-1-1, Phone, Radio, CAD
 - Water
 - Electricity
 - In-vehicle inverters for recharging



PSAP – Admin Communications

- A Registry of Contact Info

- Phone

- Alternate Numbers - Cell

- Satellite Phone

- Radio

- Spare to reach EOC

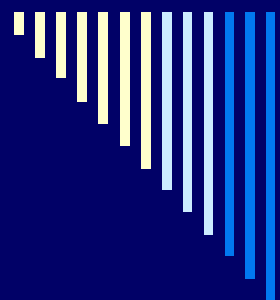
- Confirm EOC / EMA Can Reach State

- Reach Neighboring PSAP?



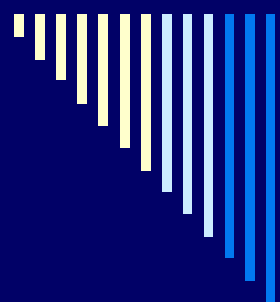
Ideas...

- Priority Restoration - <http://tsp.ncs.gov/>
 - Establish Minimum PSAP Standards
 - Create TERT
 - TC Emergency Response Team
 - State Wide 9-1-1 Radio Channel
 - Use to Coordinate Among PSAPs
-



Ideas...

- Use Wireless Networks for Backup
- Use CB Radio Service Radios



What Now?

- If you need assistance for your Parish on Disaster Recovery contact your LEC
- If BellSouth is your LEC contact your BellSouth Account Executive