

EMERGENCY COMMUNICATIONS CENTER

OPERATIONS MANUAL

SECTION ONE

ADMINISTRATIVE POLICY

NUMBER: 1-25

SUBJECT: 911 System Failure Procedure

DATE: February 26, 1996
(Revised December 1st, 2004)
(Revised January 1st, 2006)
(Revised January 10th, 2007)

PURPOSE: To establish guidelines for reporting of Emergency Communications Center / 911 Telephone System failures and facilitate notification of management on major equipment failures.

GENERAL: To establish guidelines for handling Emergency Communications Center / 911 System failures and facilitate notification to Communications Center Manager, User agencies and the public.

PROCEDURES:

In the event of a 911 telephone system failure, Windstream Communications must be notified immediately via the established telephone trouble reporting number: xxx-xxxx.

BACKUP TELEPHONES

If the Vesta system fails, you will need to use your black back up phone sets. These phone sets are located inside the cupboards of each console, front 102/103/104 and console backs for the rest of the positions. When activation of these phones is required, all that is needed is to put them on the desktop to use. Do not unplug the handset and plug it into the phone. These phones are already connected and ready to go. These are very basic phones with limited features. You may transfer calls from the back up phones by using the 'flash' key. When using the back up phones, there will be no speed dial capability, no TTY and no ANI/ALI display.

OUTAGES

IMMEDIATELY NOTIFY:

- 1) Notify Windstream via established trouble reporting number: xxx-xxxx.
- 2) Notify Communications Center Manager.
 - a) The determination will be made about whether there is still enough functional equipment at the primary site or there is need to evacuate. Evacuation procedures are outlined in SOP 1-42.

If fifteen (15) minutes pass after the termination of 911 services, and service has not been restored, the following notifications will be made along with any other notifications requested by the Communications Center Manager:

- 1) Notify Emergency Management Director – see information on call board
- 2) Notify LPD Duty Commander

- 3) Notify LSO Duty Commander
- 4) Notify LFR Battalion Chief (B1)
- 5) Notify Citizens Information Center (CIC) to request a Media Alert, if directed by the manager or his/her designee. A media alert allows a method for alerting the public to an alternate number to call for service or any other information citizen's should be aware of. (If calls are re-routed successfully, there should be no need for citizen's to call an alternate number).



If the outage cannot be resolved quickly and the decision to move to the back up Center has been made, use the procedures outlined in SOP 1-42 to request re-routing of calls.

Windstream has the ability to re-route the 911 trunks and non-emergency lines (whichever are affected by the outage) to alternate numbers which will be staffed by dispatch or other public safety staff.

All reported 911 system failures must be documented on the "Equipment Failure" log sheet located at Position 110.

This information is contained in CAD in the Ready Reference File and Green Resource Binder.
RR 911 SYSTEM FAILURE

See Related S.O.P. 3-15; Radio System Failure Procedures.

For reporting other equipment failures in the Emergency Communications Center:

See CAD RR file under RR 911 CENTER REPAIRS or Green Resource Binder for information.