

Subject:	<b>Dispatch Center 9-1-1 System Failure Procedures</b>	
Effective:	<b>2/26/2018</b>	<b>Procedure</b>
Update:	<b>10/22/2019</b>	
Reference:		

## **PURPOSE**

This procedure describes the course of action that should be taken when the dispatch center experiences an unexpected 9-1-1 failure that will disrupt normal operations.

\*Any reference to the Dispatch Supervisor will refer to the most senior Dispatcher II on duty, in the absence of a Dispatch Supervisor.

***\*Refer to the 9-1-1 Phone System Notification Telephone List for all contact numbers.***

## **PROCEDURE**

Frontier is responsible for delivery of the 9-1-1 lines INTO the building (known as the “Demarc”). AT&T is the contract maintenance provider for the VESTA 9-1-1 telephone system, which includes the consoles on the desktops and the equipment in the Dispatch equipment room. Frontier should be notified first when there is an unknown problem with the 9-1-1 lines until it is determined which vendor is responsible for the problem.

1. If **none** of the consoles are receiving 9-1-1 calls:
  - a. Contact Santa Barbara City Police Dispatch and request they enable the alternate answer switch to take over our 9-1-1 lines. Advise them that we will send a dispatcher (or 2) to assist with answering 9-1-1 lines if it becomes necessary.
    - i. After Santa Barbara PD has taken over our 9-1-1 lines, conduct a test call to ensure the calls are being routed to Santa Barbara City Dispatch.
    - ii. If they are not receiving the 9-1-1 test call correctly, immediately contact Frontier Customer Care Center. Request immediate assistance and response. Provide them with the following information:  
PSAP ID #, PSAP Name (Santa Barbara County Sheriff), your name, call back number, detailed description of the problem, scope of the problem (9-1-1 lines completely down, etc.) Obtain the trouble ticket number and the name of the Frontier employee.
  - b. Depending on staffing, time of day and/or level of activity, send at least one dispatcher to SBPD Dispatch. They will act as call takers to answer the

County incoming 9-1-1 calls at SBPD. They will relay the call information back to the dispatchers at County Dispatch for dispatch of resources.

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- c. Dispatchers responding to SBPD should take the following supplies:
    - i. One Dispatch-issued cell phone per dispatcher. They are located on top of the file cabinet right outside the Communications Manager's office.
    - ii. Call taker "Go Box" (located on top of rolling evacuation bin).
    - iii. Dispatch laptop to remote into CAD (located on the bookcase between WS10-Fire and WS09-Freq. 2).
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- d. Workflow at SBPD:
    - i. SBSO Dispatchers will coordinate with SBPD Dispatchers to answer incoming 9-1-1 calls that are within County jurisdiction.
    - ii. Set up laptop (s) with remote connection to CAD to enter calls for service.
    - iii. Dispatchers at SBSO Dispatch Center will dispatch appropriate resources.
  - e. Notify the Communications Manager via department cell phone with a voice and text message, personal cell phone with a voice and text message and CAD page.
    - i. If unable to contact the Communications Manager, contact the Operations Support Division Commander via department cell phone with a voice and text message, home phone and CAD page.
  - f. Notifications of the evacuation should be made to the following:
    - i. Ventura CHP Dispatch
    - ii. South Coast Dispatch (Montecito FD, Carpinteria-Summerland FD)
    - iii. UCSB PD Dispatch
    - iv. Lompoc City Dispatch
    - v. Santa Maria City Dispatch
    - vi. VAFB Dispatch
    - vii. SLO CHP Dispatch
    - viii. Sheriff's Patrol Sgt. – Goleta area, via radio
    - ix. AMR Field Supervisors
      - 1. North
      - 2. South
    - x. County Fire Duty Captain
    - xi. On duty EMSA Officer
    - xii. Ventura SO Dispatch
    - xiii. San Luis Obispo SO Dispatch
    - xiv. Ventura County Fire Dispatch
    - xv. USFS Dispatch
  - g. If the outage is suspected to last more than one to two hours, notify the PIO's for SBSO and SBC Fire and request they notify the news media to advise the

public to use the alternate emergency phone number 805-683-2724 for use if they can't reach 9-1-1.

- h. Additional dispatch personnel should be called in if needed.
    - i. In making this decision, the Dispatch Supervisor should consider anticipated changes in call loads that are likely to occur as the system failure progresses and should err on the side of calling in additional resources.
  - j. Upon resolution of the 9-1-1 failure, notification should be made to all those who were notified of the failure that the problem has been resolved.
2. If 2 or less consoles are not receiving 9-1-1 calls, but other consoles are:
- a. Attempt to perform a shut down and re-boot of the affected console(s). If that doesn't resolve the problem, contact:

AT&T Customer Resolution

Provide them with our PSAP ID #

Description of problem in detail (occurring at multiple positions, unable to make or receive calls, etc.)

- b. In the CAD Dispatcher notes:  
Log the description of the trouble, what time it was reported to AT&T, the trouble ticket number provided by AT&T and the name of the person who the trouble was reported to.
  - c. Send an email to the Dispatch Supervisor group email providing the same information that was logged in the CAD Dispatcher notes.
  - d. The Dispatch Supervisor should closely monitor the status and immediately take further action if additional consoles fail. Refer to above section on dealing with system-wide failures.
  - e. Notify the Communications Manager via department cell phone with a voice and text message, personal cell phone with a voice and text message and CAD page.
  - f. If unable to contact the Communications Manager, contact the Operations Support Division Commander via department cell phone with a voice and text message, home phone and CAD page.
  - g. Send an email to the Dispatch Supervisor group email advising when the problem has been resolved.
3. Training & Exercise
- a. All personnel assigned to the Dispatch Center are required to review this procedure on a quarterly basis.
  - b. Once a year, the Dispatch Center will exercise this procedure by performing a drill to ensure that its personnel are familiar with it and that it works as documented.
  - c. Any need for correction or improvement to this procedure will be communicated immediately to the Communications Manager and/or the Operations Support Division Commander.

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