

Subject:	Dispatch Center CAD System Failure Procedures	
Effective:	2/26/2018	Procedure
Update:	10/22/2019	
Reference:		

PURPOSE

This procedure describes the course of action that should be taken when the Dispatch Center experiences an unexpected CAD 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 CAD System Failure Notification Telephone List for all contact numbers.***

PROCEDURE

A CAD system failure is defined as being unable to process and dispatch calls for service, or mobiles appear to be down system-wide (across all agencies).

1. Check other dispatch workstations (or mobiles) to determine if the problem is on an individual workstation or device, or system-wide.
 - a. If the failure appears to be system-wide:
 - i. Dispatchers should immediately convert to manual dispatch tracking (paper call cards, note pads).
 - b. Make the following notifications:
 - i. If the Dispatch Projects Supervisor is on duty, notify him.
 - ii. If the Dispatch Projects Supervisor is not on duty, call TriTech and explain the issue and provide a callback number.
 - iii. If after hours, contact Systems and Technology after-hours support until you reach someone. They may need to enable remote-access for the on-call TriTech engineer.
 1. Nemie Holman, S&T Manager
 2. Jere Short, S&T Supervisor
 3. Hope Vasquez, CFO
 4. Dispatch Projects Supervisor (leave a message)
 - iv. Notify South Coast Dispatch that the CAD system is down and that notifications are being made.
 - v. Notify field units and field supervisors (by radio or calling their stations by telephone).
 - vi. County Fire Duty Captain.
 - vii. On call EMSA officer.

- viii. 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.
 - ix. 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.
 - c. When CAD is restored, dispatchers must utilize the “Off-Line Incident Entry” utility and document call times and information that occurred during the outage into the CAD system.
- 2. If failure is localized to an individual workstation:
 - a. Notify the Dispatch Projects Supervisor if on duty.
 - b. If the Dispatch Projects Supervisor is not on duty, reboot the workstation or mobile.
 - c. If rebooting the workstation or mobile does not resolve the issue, notify the Dispatch Projects Supervisor via email and continue operations at another console position or mobile.
- 3. If the CAD failure is contained to all of the mobiles, a CAD module, or specific CAD function (i.e., paging, VisiNet Browser, ImageTrend):
 - a. Notify the Dispatch Projects Supervisor via cell phone.
 - b. If the Dispatch Projects Supervisor is not available, contact Systems and Technology after-hours support:
 - i. Nemie Holman, S&T Manager
 - ii. Jere Short, S&T Supervisor
 - iii. Hope Vasquez, CFO
- 4. Upon resolution of the CAD system failure, make notification to all who were notified of the failure that the problem has been resolved.
- 5. 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.