

Subject:	Dispatch Center Radio System Failure Procedures	
Effective:	2/26/2018	Procedure
Update:	8/20/2019; 10/23/2019	
Reference:		

PURPOSE

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

PROCEDURE

Santa Barbara County General Services Communications (Radio Shop) is responsible for the radio backbone, (i.e., infrastructure, radio repeater sites, radio racks in the Dispatch Center equipment room and in the basement of the Santa Barbara Jail facility).

Portable radios will be maintained for each discipline in the Dispatch Center (Sheriff, Fire, and EMS). One portable radio containing the Sheriff's frequencies will be maintained at the Dispatch Supervisor's console (WS02). A second Sheriff portable radio is maintained in the Commanders office. The EMS portable radio is maintained at the EMS console (WS08). There are four County Fire portable radios in a black suitcase, which is maintained on top of the filing cabinet right outside the Communications Manager's office. They regularly charge the batteries. The rest of the portables remain in their chargers at the workstations.

1. At the first sign of a complete radio system failure (not an individual radio console):
 - a. Obtain the portable radio for the affected radio channel and turn it on to the correct radio channel.
 - b. Broadcast on the affected radio channel that Dispatch is operating with portable radios. Ensure that the Field Supervisors for the affected agency acknowledge (SBSO, Fire, AMR and on-call EMSA officer). If they do not answer, contact them via landline. See checklist for phone numbers.

2. Notify the Radio Shop
 - a. Call the South County Radio shop if during business hours.
 - b. If after hours, contact ECHO Communications answering service. They will ask you for your contact information, the urgency of the emergency or repair

and what the problem is. They will notify the on-call technician who will return your call and respond to the emergency.

- c. **IF NO RESPONSE WITHIN 20 MINUTES, CALL:**
Carl Thornton, Communications Manager
 - d. Log the information into the CAD Dispatcher notes (nature of the problem, who was notified, at what time, when they responded, who responded, what they did, etc.)
3. 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.
 - a. 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.
 4. If only one radio console fails:
 - a. If the Dispatch Projects Supervisor is on duty, notify him.
 - b. If the Dispatch Projects Supervisor is not on duty, send him an email detailing which console is down, with the date and time it went down and any troubleshooting attempted (shut down and reboot).
 - c. Log the information in the CAD Dispatcher notes and place a large sign on the radio monitor that the radio console is inoperable with the date and time.
 - d. Continue operations at another workstation.
 5. Upon resolution of the radio failure, notify all who were previously notified that the problem has been resolved.
 6. 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.