REDWOOD DISPATCH COMMUNICATIONS AUTHORITY
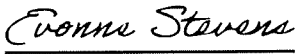## STANDARD OPERATING POLICY

BACK-UP PROCEDURES	Policy 41
Page 1 of 6	Effective Date January 24, 2023
Approvals _~~A~~_ DOAG Chairperson	_Ivonne Stevens_ REDCOM Executive Director

41.0 Backup Procedures

41.1   Various situations potentially require REDCOM to utilize backup procedures. Examples include, but are not limited to, system, room, and building.

41.2   Critical System Issues (CSI) (41.2.2 through 41.2.7)

41.2.1 Notification of Critical System Issues

41.2.1.1 REDCOM shall notify of CSI via XSN_ALL_MESSAGE through the CAD system. This message shall include the type of CSI and any immediate needs for REDCOM.

41.2.1.2 REDCOM shall notify of CSI via XSN_ALL via CAD paging system. The REDCOM Dispatcher shall voice "Attention all Sonoma County Units REDCOM is in Back-Up-Procedures refer to XSN ALL MESSAGE text for further details."

41.2.1.2.1 In the event of a complete CAD Failure, the REDCOM Dispatcher shall voice, "Attention all Sonoma County units CAD System is down."

41.2.1.3 REDCOM will make any other needed notification specified under the proceeding subsections.

41.2.2 Loss of CAD System

41.2.2.1 REDCOM shall maintain sufficient equipment in a format easily accessible to Dispatchers to allow for manual dispatching.

41.2.3 Loss of VESTA Telephone System (911/Main Phone System)

    41.2.3.1 REDCOM shall maintain a minimum of three fully charged cell phones in the center.

    41.2.3.2 REDCOM shall provide resources with critical phone numbers either via backup cell phones or a hard copy easily accessible to the dispatchers.

    41.2.3.3 REDCOM shall notify all associated PSAPs of the telephone limitations.

    41.2.3.4 REDCOM shall always keep an alternate means of personal communication (other than telephone) available. Examples include, but are not limited to, texting, Active 911, and email.

41.2.4 Loss of Radio Paging System

    41.2.4.1 If CAD fails to activate the paging system for the REDCOM frequency, the REDCOM dispatcher shall attempt to complete the page manually via the MODUCOM (Tab REDCOM Page).

    41.2.4.2 If the manual paging system for the REDCOM frequency fails, the REDCOM dispatcher shall utilize the ZETRON to complete the page.

    41.2.4.3 If it is not possible to complete paging on the REDCOM frequency, REDCOM shall notify (41.2.1) Agency Members to actively monitor for emergency incidents.

41.2.5 Loss of MODUCOM Radio System

    41.2.5.1 REDCOM shall keep a minimum of four fully charged portable radios with a supply of disposable batteries available.

    41.2.5.2 REDCOM shall coordinate with the CAL FIRE ECC when there is an interruption in radio coverage.

41.2.6 Evacuation of the REDCOM Center

41.2.6.1 In the event of an evacuation, the REDCOM Center dispatch team will refer to the Quick Reference Binder located at each station. The dispatcher shall take the Binder with them upon exiting the room.

41.2.6.2 If the room housing REDCOM must be evacuated, REDCOM personnel shall ensure that their safety is a priority.

41.2.6.2.1 REDCOM Management and Technical Staff shall be notified, and the REDCOM Communications vehicle will be deployed.

41.2.6.2.2 CAL FIRE ECC shall be notified that REDCOM is evacuating and to activate their ALT Answer Switch to take REDCOM's 911 calls.

41.2.6.3 REDCOM personnel will relocate to the location designated by REDCOM Management in coordination with the REDCOM RDO.

41.2.6.4 MODUCOM access with the REDCOM frequency shall be maintained when possible.

41.2.6.5 At least one MODUCOM Control Channel frequency access will be maintained when possible.

41.2.6.6 Associated PSAPs shall be notified of the move via Cad (ALL_DISP_TERMS) or phone call.

41.2.6.7 Coordination with the CAL FIRE ECC shall be maintained to provide necessary paging and communication functions.

41.2.7 Evacuation of Sheriff's Building

41.2.7.1 In the event of an evacuation, the REDCOM Center dispatch team will refer to the Quick Reference Binder located at each station. The dispatcher shall take the Binder with them upon exiting the room.

41.2.7.2 If the Sheriff's building must be evacuated, REDCOM personnel shall ensure that their safety is a priority.

41.2.7.3 As soon as possible, notification shall be made to the CAL FIRE ECC of the need to provide backup services and to activate their ALT Answer Switch to take REDCOM's 911 calls.

41.2.7.4 REDCOM shall keep the CAL FIRE ECC current with the necessary backup information.

41.2.7.4.1 REDCOM shall provide copies of the manual dispatching records to the CAL FIRE ECC as often as they are updated.

41.2.7.4.2 REDCOM shall periodically review the manual dispatching records with the CAL FIRE ECC and shall periodically train on their use.

41.2.8 Paging

41.2.8.1 The CAL FIRE ECC shall complete paging on the REDCOM frequency.

41.2.8.2 REDCOM shall keep the CAL FIRE ECC current with the paging tones for the REDCOM frequency.

41.2.9 Radio

41.2.9.1 The CAL FIRE ECC shall use the REDCOM frequency for primary communications.

41.2.9.2 The CAL FIRE ECC shall use other available frequencies for communications with field units when possible.

41.2.9.2.1 The CAL FIRE ECC may use the REDCOM frequency for communication with field units if no other practical alternative is available.

41.2.9.2.2 When REDCOM Control channels become available to the CAL FIRE ECC, those frequencies shall be used for communication with field units.

41.2.9.2.3 At the discretion of the CAL FIRE ECC, appropriate CAL FIRE channels may be used in place of Control channels.

41.2.10 EMD Services

41.2.10.1 If possible, CAL FIRE ECC shall provide EMD services to 911 calls that are diverted to ECC during the time of evacuation. If EMD is not possible, the emergency rule will be invoked.

41.2.11 Duration of Evacuation or Down Time

41.2.11.1 When the duration of the evacuation or downtime is expected to be less than two hours, no transfer of personnel is expected.

41.2.11.2 When the duration of the evacuation or downtime is expected to exceed two hours, personnel shall be assigned to ensure backup system is functioning at full capacity.

41.2.11.2.1 A minimum of one REDCOM dispatcher (preferably a supervisor) shall report to the CAL FIRE ECC.

41.2.11.2.2 The CAL FIRE ECC, at its discretion, shall call back additional staff.

41.3   Moderate System Issues (MSI) (41.3.2 through 41.3.3)

41.3.1 Notifications MSI

41.3.1.1 REDCOM Management shall be notified via Cad page (REDCOM Management Group).

41.3.1.2 REDCOM will make any other needed notification specified under the proceeding subsections.

41.3.2 Loss of County Phone System (Management Lines)

41.3.2.1 REDCOM shall keep a minimum of three fully charged cell phones available in the center.

41.3.2.2 REDCOM shall keep an alternate means of personal communication (other than telephone) available at all times. Examples include, but are not limited to, texting, Active 911, and email.

41.3.2.3 REDCOM shall notify all associated PSAPs of the telephone limitations. This can be accomplished with VESTA or resources with critical phone numbers either via backup cell phones or a hard copy easily accessible to the dispatchers provided by REDCOM.

41.3.3 MDC/Tablet Command Failures and Outages

41.3.3.1 Upon receipt of notice of MDC outage from a field unit or another PSAP, the dispatcher receiving the notification, will notify the on duty REDCOM supervisor and the REDCOM dispatch staff immediately.

41.3.3.2 If the notification did not come from another PSAP, notifications need to go out to all the PSAPS with MDC units. REDCOM shall send a CAD message (Group ALL_DISP_TERMS).

41.3.3.3 The REDCOM dispatcher will immediately do an Alert 3 with an announcement advising of the MDC/Tablet Command being down.

41.3.3.3.1 If MDC/Tablet Command failure is prolonged, the REDCOM dispatcher will send an XSN_ALL_MESSAGE through the CAD system. This message shall include the estimated duration of the outage if known.

41.3.3.4 REDCOM dispatcher shall place all units on AM into AQ status and relocate back to quarters or zone.

41.3.3.5 Upon notification that the problem has been corrected, the REDCOM will do an Alert 3 advising all agencies that the MDC/Tablet Command system is back to normal operations.

41.4   Notifications Summary

41.4.1 PSAP

41.4.1.1 The associated PSAPS shall be notified to route 9-1-1 calls to the CAL FIRE ECC when appropriate as well as when system has returned to normal operations.

41.4.2 Duty Officer Notification

41.4.2.1 The REDCOM Duty Officer shall be promptly notified of any interruption of services as well as restoration of services.

41.4.2.2 The REDCOM Duty Officer shall ensure that all other necessary notifications have been made.

41.5   Training

41.5.1 REDCOM personnel will participate in regularly scheduled training for the backup systems.

41.5.2 Backup training shall involve interaction with the CAL FIRE ECC.