	ANDOVER POLICE DEPARTMENT GENERAL ORDER		Number: 02907
			Page: 1 of 3
			Distribution: All
Title: Disaster Recovery Plan		Section: Communications	
Issued: 07/30/2019	Effective: 08/07/2019	Revised: 02/09/2023	
Rescinds: All Previous		Amends:	
CALEA References: COM 6.4.2a, 7.1.2i			
Review: Annual	Authority: Chief Buck Buchanan		

I. Purpose

The purpose of this General Order is to provide guidance in the event of the disruption of the Andover Emergency Communications Center infrastructure.

II. Policy

The Andover Emergency Communications Center's infrastructure consists of the Computer Aided Dispatch (CAD) system, radio system, phone system, and electrical power. Partial or complete loss of any of the Emergency Communications Center's infrastructure can create an adverse impact on the delivery of services. Prompt, corrective action shall be taken in an effort to correct or minimize any loss.

III. Definitions

- A. AT&T 9-1-1 Resolution Center** – is a twenty-four hour a day, seven days a week, AT&T Coordinated Service Center designed as the single point of contact for 9-1-1 Public Safety customers in the State of Kansas.


IV. Regulations

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V. Procedures

A. Computer Aided Dispatch (CAD) System

1. In the event of the loss of functionality of an isolated work console, the Communications Officer shall move to an operating work console.
2. Communication Officers shall email IT and the Communications Director via a help desk notification noting what systems have failed. If there is no response from IT within thirty (30) minutes, a follow up phone call will be placed to the IT Director and the Communications Director.
3. In the event of the loss of functionality of all working consoles, Communication Officers will begin manual dispatch to replace the use of the CAD system, and


	<p style="text-align: center;">ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p style="text-align: center;">Title: Disaster Recovery Plan</p>	Number: O2907
		Page: 2 of 3
		Section: Communications

will contact the appropriate IT personnel, the Communications Director, and the Watch Commander immediately. Additionally, all field personnel will be notified via the radio of the CAD service outage.

B. Emergency and Administrative Non-Emergency Phone Systems (COM 7.1.2d

&e):

1. When there is a loss of the Emergency Phone System (NG 9-1-1), the AT&T Resolution Center/Help Desk will be notified at 1-866-722-3911 and the following steps shall be taken:
 - a. At prompt, select #1 to report New Trouble;
 - b. At prompt, select #2 to request Status Change;
 - c. At prompt, select #3 to request Reroute; and
 - d. Provide the operator information as requested.
2. When reporting trouble, the following information will be provided:
 - a. Location of trouble, "Andover PD 911, 909 N. Andover Rd";
 - b. Description of trouble including the impact to service and impact to equipment;
 - c. Name and call back number of the Communications Officer reporting the problem; and
 - d. Any actions that were already taken, if any, to resolve the trouble.
3. Any requests to the AT&T Resolution Center / Help Desk will be documented with a trouble ticket number and forwarded to the Communications Director.
4. In the event of the reroute of 9-1-1 calls, the Emergency Communications Center will follow the MOA agreements for primary and secondary answering points:
 - a. The Augusta Department of Safety serves as the primary backup answering point.
 - b. In the circumstances that the Augusta Department of Safety is not staffed to handle our influx of call, or if there is a NG 9-1-1 South Host Failure leaving the Augusta Department of Safety without NG 9-1-1 phone services, the Franklin County 911 Center will serve as our secondary backup answering point.
5. In the event of a loss of the Administrative Non-Emergency phone lines, the non-emergency lines will automatically roll to the NG 9-1-1 phones administrative phone line. Communications Officers shall email IT and the Communications Director via a help desk notification noting what systems have failed. If no response from IT within thirty (30) minutes, follow-up up phone call should be placed to the IT Director and the Communications Director.

	<p style="text-align: center;">ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p style="text-align: center;">Title: Disaster Recovery Plan</p>	Number: O2907
		Page: 3 of 3
		Section: Communications

Rev. 02092023

C. Radio System

1. When there is a loss of the radio systems, the Communications Officer shall first contact Butler County 911 for assistance. The Communications Officer shall report the problem and ask if their radio infrastructure is down. If Butler County 911 reports they are operational, the Communications Officer shall then contact First Wireless at 316-265-2290.
2. When reporting trouble, the following information will be provided:
 - a. Location of trouble, "Andover PD 911, 909 N. Andover Rd";
 - b. Description of trouble including the impact to service and impact to equipment;
 - c. Name and call back number of the Communications Officer reporting the problem; and,
 - d. Any actions that were already taken, if any, to resolve the trouble.
3. Any requests to First Wireless will be documented with a trouble ticket number and forwarded to the Communications Director.
4. In the occurrence of the Andover Emergency Communications Center loses radio abilities, all radio traffic shall be moved to the Augusta Department of Safety's primary radio channel (COM 7.1.2 d & e).

Rev. 02092023

D. Electrical Power

1. The Andover Emergency Communications Center utilizes a generator for backup power supply when electrical power is lost to the building. If the generator fails, the Communications Director, the Watch Commander and the Duty Chief will be notified.

Rev. 02092023

E. Evacuation (COM 6.4.2a)

1. In the event of the prolonged loss of any of the Emergency Communications infrastructure, full or partial evacuation of the Emergency Communications Center, Communication Officers will follow G.O. O2802 "All Hazards Plan".

Rev. 02092023

F. Planning (COM 7.1.2i)

1. The Communications Director will annually review the disaster recovery plan to adjust resources and procedures to adequately support the Emergency Communications Center in times of disaster.
2. Within the review, the Communications Director will verify the availability of resources.