81.3   Emergency Communications Operations

In case of failure with the Communications system, *employees shall*:

A.   **911 and/or Phone System Failure:**

1.   Contact *ComTech NOC* to forward *emergency* calls to *Scottsdale PD* Dispatch.

    a.   In case of complete phone system failure, contact *Centurylink* and forward non-emergency calls to a back-up solution.

2.   Notify *AT&T* of the failure.

3.   Notify the *on-duty* patrol *supervisor* of the failure.

4.   Notify the Communications Manager via phone.

5.   Utilize the Dispatch Cell Phone to make any necessary calls.

6.   Announce outage over PSAP and give the alternate number for contacting dispatch.

    a.   This could be the non-*emergency* number if still functional and/or the cell phone number.

B.   **Radio Failure:**

1.   Notify the *on-duty* patrol *supervisor* of failure via *MDC* message or cell phone.

2.   Notify all the *on-duty officers.*

3.   If available, have *officers* switch to another alternate frequency.

4.   Contact *Motorola* at 1-(800) 221-7144 for emergency service.

5.   Notify the Communications Manager via phone.

6.   Send an email to the *PD Technology* Group.

C. **Alarm System Failure:**

1. Attempt a re-start of the system and complete troubleshooting.

2. Notify *Dynamark* via phone.

3. Notify *IT Help Desk* during normal business hours.

4. Notify the *on-duty* patrol *supervisor*.

5. Send an email to the *PD Technology* Group

D. **CCTV Failure:**

1. Notify the *IT Help Desk* via phone.

2. Notify the *on-duty* patrol *supervisor.*

3. Notify the Communications Manager via phone.

4. Send an email to the *PD Technology Group.*

E. **All Other Non-Critical Systems:**

1. Notify the *PD Technology* Group via e-mail.

2. Advise the *on-duty* patrol *supervisor.*