

# El Paso – Teller County Enhanced 9-1-1 Authority Board

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**Number: 4.33**

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**Revised:** March 25, 2009

Date Effective: April 1, 2009

**Subject:** El Paso – Teller County E9-1-1 Back Up Communications Center

**POLICY:** The El Paso – Teller County E9-1-1 Authority provides a Backup Communications Center and this policy outlines the procedure for using the center.

**PURPOSE:** To provide information to all PSAPs and Governmental agencies regarding their use of the communications backup center.

**PROCEDURE:** The Backup center is available to any PSAP or governmental agency within the Authority system for activation when their PSAP or dispatch center cannot be used.

1. There are two types of use:

- A. EMERGENCY - This activation will be due to a condition that renders the PSAP or communication center unusable. There will be no advanced notification of this type of situation. Activation of the various components of the backup will occur as rapidly as possible.
- B. NON-EMERGENCY (PLANNED) - Activation under this category will be known in advance. The Authority requests a two-week notice of the intent to move the PSAP or communication center to the backup center. Scheduling of the movement of 9-1-1 trunks and other telephone services will be scheduled with Qwest and other providers to occur on the date and time indicated by the agency moving to the backup center.

2. **Activation Of The Backup Center**

- A. There are two activation processes:
  - i. Regular Business Hours- If an event occurs during regular business hours, 8:00 AM to 5:00 PM, Monday - Friday, call 719-785-1900 and notify on duty staff of the following:
    - a. Agency Name
    - b. Need to activate the Backup Center
    - c. How soon staff from that agency will arrive at the backup center
  - ii. After Hours and Weekends- Two cell phones are available for contact.
    - a. The first is the 9-1-1 System Manager 719-238-2053.
    - b. The second is the 9-1-1 On call cell phone 719-243-6380.
- B. The System Manager, when in town, can be at the backup center in about seven minutes. While en route to the backup center, the System Manager shall contact Qwest to start the conversion process.
- C. On call cell phone personnel will either respond to the building or contact a staff member who lives close for opening. 9-1-1 Authority personnel can be reached by any law enforcement dispatch center located in El Paso or Teller County.

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## **3. Authority Responsibilities**

- A. The Authority shall be responsible for testing all systems located within the backup center on a weekly basis. Written logs shall be kept documenting these tests. This includes testing:
  - i. Radio talkgroups for various agencies.
  - ii. Telephones sets will be tested for operational incoming and outgoing dial tone.
  - iii. Computers will be tested for proper operation. Software vital to operation of the backup center will be tested weekly.
  - iv. Fax machines and required internet capabilities will be tested.

## **4. Agency Responsibilities**

- A. While using the backup center, the agency becomes responsible for the security of the 9-1-1 Authority building. This specifically refers to the control of access to the building, which should be only to known staff after hours.
  - i. Doors shall not be propped open allowing for unchallenged access to the building.
  - ii. Staff members will be present during regular business hours to assist the visiting agency. After hours and on the weekends no staff will be present.
- B. Any issues with the backup center shall be resolved by contacting the 9-1-1 On call cell phone 719-243-6380.
- C. Agencies shall have in place with their phone provider, a method to call forward their non emergent telephone service to the authority..
- D. Agencies shall work with their radio provider to assure that required radio talkgroups have been programmed into the radios located at the backup.
- E. Agencies outside the 9-1-1 system that require special services, such as mapping shall make arrangements to have the necessary software preloaded and tested at the Authority back up in advance of a known outage. Authority I.T. personnel will be available to assist outside agencies.