

Number: 4.12

Replaces:

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Subject: Reporting of Equipment / System Failures

Equipment / System failures are classified as one of two type:

1. Critical: Failures that seriously effect the PSAP's ability to answer and process 9-1-1 calls. Critical failures may result in the need to transfer calls to another PSAP and/or activate a back-up center. Examples of critical failures include:

- A. 9-1-1 System Failures:

- System Inoperative
- Selective Routing Failure
- Call Transfer Failure
- Telephone Line Corruption

- B. Equipment Failures:

- Telephone Instruments (multiple positions)
- Display Units (multiple positions)
- Generator / UPS Failure

2. Non-critical: Failures that may reduce the capabilities of the PSAP, but do not prevent the center from processing 9-1-1 calls.

- A. 9-1-1 System Failures:

- ANI/ALI Data Failure

B. Equipment Failures:

- Telephone Instruments (single positions)
- Display Units (single positions)
- Recorders

Procedures:

1. Upon experiencing difficulty, conduct tests to determine if the failure is a “system” or “equipment” failure.
2. Determine the type of system or equipment that failed.
3. Determine if the PSAP can remain on line or if calls will be defaulted.
4. If calls are to be defaulted, notify the default (receiving) PSAP.
5. Contact the equipment service vendor and conduct recommended analysis procedures.
 - A. Emergency and Non-emergency telephone numbers for all vendors who provide services to the Authority Board can be found in the “Equipment Service Information” booklet provided to all PSAP’s.
 - B. In the event of complete telephone failure, follow local PSAP contingency plan for making such notifications.
6. Note PSAP log, documenting as per policy.
7. If no response from the responsible vendor occurs, do the following:
 - A. Re-notify the individual/vendor. State that this is the second call for assistance.

B. Notify the 9-1-1 System Manager

8. If no response results from the second notification, during a critical failure, invoke emergency action plans to establish the PSAP's function at a pre-designated location, if necessary.