

“RED X” on console

The red circles with a white “X” happen when the console loses connectivity with the ARMER system. This is usually an intermittent and very temporary occurrence; however, if the console does not come back online the on-duty dispatcher shall:

1. Contact (which company handles your consoles)
2. Contact the (whomever you need to contact – sheriff, chief deputy, [Sheriff if RED X is on the console for an extended period of time.](#))
3. Make an announcement on the portable radio located in the electronics room in dispatch
4. If Fire/EMS Agencies are needed, the dispatcher should inform them of the console problem when the page for service is done.
5. Contact the Sheriff to acquire the county cache of portable radios
 - a. Once the radios are acquired, set up one portable on the following talk groups
 - i. RW-LAW
 - ii. RW-2
 - iii. RW-3
 - iv. RW-4
 - v. RW-5
 - vi. RW-6
 - vii. RW-SW Call
 - viii. RW-Fire/EMS
 - ix. RW - 911
 - x. Extra for additional OPS talk groups if necessary

Once the “RED X” condition is resolved and the console is working again, dispatch shall:

1. Make an announcement on RW-LAW that the console is operational.
2. Page all Fire/EMS agencies if necessary.
3. Contact the Sheriff.
4. Notify Alpha Wireless if they are unaware the console problem has been resolved.

Power and Emergency Power

The Redwood County PSAP relies on electrical service from the City of Redwood Falls Municipal Utilities. In the event of a power outage, the PSAP has a 200 Kw generator powered by a John Deere diesel engine. This generator will power the entire building in the event of an extended power outage. The generator is inspected and tested monthly. The generator is also wired to start the moment power is interrupted to the PSAP.

Generator Information:

Fuel consumption at full power is 15.5 gallons per hour – Full tank at full power – 850 gallons/15.5 gallons max per hour = 54.8 hours or 2.28 days.

Fuel consumption at 75% load is 11.3 gallons per hour – Full tank at 75% load – 850 gallons/11.3 gallons per hour = 75.2 hours or 3.13 days.

Fuel consumption at 50% load is 7.9 gallons per hour – Full tank at 50% load – 850 gallons/7.9 gallons per hour = 107.5 hours or 4.48 days.

_____ Service Advisor

_____ – Diesel Delivery

Power and Emergency Power

The Jackson County PSAP relies on electrical service from the City of Jackson Municipal Utilities, Missouri River Energy Services. In the event of a power outage, the PSAP has a backup generator in the building. This generator will power the entire building in the event of an extended power outage. The generator is inspected and tested weekly. The generator is also wired to start the moment power is interrupted to the PSAP

In the event it does not start, the on-duty dispatcher shall:

1. Notify Maintenance of the issue
2. Notify the Sheriff, Chief Deputy, Jail/Dispatch Administrator, Jail/Dispatch Supervisor, or Emergency Manager
3. One of the above will notify the technician who works on the generator of the problem.
4. In the event the generator is offline for an extended period of time, the Sheriff or his designee shall determine if a temporary PSAP is to be established.
 - a. Procedures for a temporary PSAP are located in this plan
 - i. Setting up a temporary PSAP inside the county
 - ii. Setting up a temporary PSAP outside the county

The Jackson County PSAP also has a universal power supply (UPS). This power supply is only hooked to dispatch, server, and radio equipment. The UPS will power this equipment for up to 15 minutes, at which time battery power is expected to be exhausted and the entire PSAP will be without power.

If the generator is not running and utility power has failed, the limited power in the UPS batteries should be used to notify all critical personnel, including the appropriate servicing organizations and advise that complete failure is imminent. Trivial and/or non-critical communications should be made by other than the primary dispatch using a portable radio.

Setting up a temporary PSAP inside the county

1. A temporary PSAP will be selected. The Sheriff, Chief Deputy, Jail/Dispatch Administrator, Jail/Dispatch Supervisor, or Emergency Manager will determine the location
 - a. The Sheriff, Chief Deputy, Jail/Dispatch Administrator, Jail/Dispatch Supervisor, or Emergency Manager will notify the following agencies that the primary PSAP has been evacuated and moved inside the county:
 - i. Heron Lake and Lakefield Police Departments
 - ii. The Chair of the Jackson County Board Of Commissioners
 - iii. Jackson County Coordinator/HR office
2. A Civic Ready message will be sent to staff telling them where the PSAP will be located
3. The Emergency Manager shall be contacted to obtain the county cache of portable radios.
 - a. When the radios arrive, set them up using the following talkgroups:
 - i. JK-LAW
 - ii. JK-OPS 2
 - iii. JK Fire/EMS
 - iv. SW-CALL
 - v. SRCALL
 - vi. Extra for additional local OPS, regional, or state talkgroups if necessary
4. Contact (which company) and have 911 calls routed to either _____ or _____ County
 - a. The county receiving the routed 911 calls will have to take the information and give it to the PSAP through either SW CALL or SR CALL.
5. Contact _____ to have administrative calls forwarded to the temporary PSAP
 - a. Paging will not be available at the temporary PSAP location. Follow the other paging equipment failure procedure by notifying the fire/EMS agencies that paging is not operational.
6. CAD may be available at the temporary PSAP; however not immediately. The Sheriff or his designee is responsible for getting a laptop to the location of the temporary PSAP. All county squad cars have a laptop, and one not in use may be used at the temporary PSAP location.
 - a. IT shall be contacted to attempt to get the temporary PSAP connected to the CAD server.
7. Once the temporary PSAP is operational, an announcement shall be made on the ARMER system stating this.
 - a. _____ County plans for its temporary PSAP to be operational in an hour or less.

SELECTING DISASTER LEVEL

The disaster level is based on the time estimated to correct the interruption as outlined below.

Disaster levels

Level Who can declare Description

SITE TRUNKING

Site trunking is when one of the towers loses connectivity to the ARMER system. Radios affiliated with the tower in site trunking will be able to communicate with each other; however they will be unable to communicate with radios not affiliated with the tower in site trunking. If site trunking is determined to be happening, the dispatcher on duty will follow these steps.

1. Determine which tower is in site trunking.
2. Go to the "Backup" tab on the radio console.
3. Select the tower in site trunking from the drop down list on all talkgroups.
4. Turn up the volume on all of the talkgroups.
5. Dispatch will have to relay information between the backup talkgroup and the wide area talkgroup.
6. Contact the Radio Operation Center (ROC) and notify them about the issue.
7. Once the dispatcher hears feedback. Or an echo from a radio site trunking has ended.
8. Turn the volume down on all backup talkgroups.
9. Unselect the tower from the dropdown lists on all the talkgroups.