



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5345 Date Issued: June 1, 1996
Section: 5300 -- Radio Procedures Date Revised: May 9, 2016
SUBJECT: RADIO EQUIPMENT FAILURES AND BACK-UP PAGING PROCEDURES
APPROVED: [Signature] Chairperson, Fire Service Users Subcommittee
APPROVED: [Signature] Dennis Kidd, General Manager

1.0 Policy

To provide back-procedures in the event of a radio failure on the primary dispatch net.

2.0 Procedure

- 2.1 In the event that the NetCom Fire Radio system fails, NetCom personnel will switch to the dispatch net to Fire Yellow, notify the on duty Operations Supervisor, and page the County Radio shop.
2.1.1 Fire Yellow is integrated with CAD with the same pre-programming as Fire Red.
2.2 If Fire Yellow is not available, NetCom personnel will switch to the Fire Radio Backup System.
2.2.1 The Fire Radio Backup System in not integrated with CAD and paging tones must be manually activated and is pre-programmed with radio paging tones that are unique to the back-up system.
2.2.2 After switching to the backup system, the Fire/EMS dispatcher shall notify all Santa Cruz Fire Agencies of the radio failure via the County Wide Chiefs text page.
2.3 In the event that the Fire Radio Backup system fails, the NetCom Alternate Site shall be activated by the on-duty Operations Supervisor.