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COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No. 2160 Date Issued: September 3, 1997

Section: 2100 – Safety Program Date Revised: March 24, 2021

Accreditation Standards: None

OPERATIONAL FAILURE RESULTING IN ALTERNATE SITE(S)

SUBJECT: ACTIVATION

APPROVED: <signed copy on file>

Dennis Kidd, General Manager

- 1.0 In the event that any portion of normal operations require activation of the Alternate Site(s), the following procedure shall be followed, time and safety concerns permitting:
 - 1.1 The Operations Supervisor or Lead Dispatcher will attempt to notify on-duty user management personnel to inform them of the situation.
 - 1.1.1 Care will be given in the notification as to not alert the public to any down time of emergency operations.
 - 1.2 The Operations Supervisor, Lead Dispatcher or designee shall attempt to contact the Operations Manager at the earliest possible time.
 - 1.3 If possible, the on-duty Operations Supervisor or Lead Dispatcher will immediately notify the Systems Division and begin troubleshooting the failure as per instructions provided in the Systems Division Technical Support Manual, located in the Operations Supervisor's office.
 - 1.4 Time permitting, the media will be advised as appropriate by the responsible manager.
 - 1.5 The Operations Supervisor, Lead Dispatcher or designee will notify the Emergency Response Team to staff the Alternate Site(s) as per Policy 7505 *Emergency Response Team*.

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