



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL




Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS POLICY/PROCEDURE

Policy No. 7750	Date Issued:	December 14, 2009
7000 – Operations Policies -		
Section: Miscellaneous	Date Revised:	
Accreditation Standards: CALEA 7.1.11		

SUBJECT: DISASTER RECOVERY PLAN

APPROVED:



Scotty A. Douglass, General Manager

1.0 Purpose

This disaster recovery plan establishes guidelines for the proper procedures to be used following a disaster in an attempt to restore operations to normal conditions. It is impractical to specifically plan for all types of disasters so this plan will attempt to design a system that can be modified to fit any disaster situation.

2.0 Risk and Impact Assessment

Following any significant event in which normal operations are unable to continue, it shall be the responsibility of the General Manager to, individually or with a team, develop an assessment of the situation to assist in formulating the necessary plan for returning to normal operations. This assessment shall take into account any outside resources that may be necessary to restore any and all physical properties necessary for recovery. These may include utilizing User agency equipment and resources upon agreement with specific Authority Board members.

3.0 Continuity of Service

Regardless of the type or scope of any disaster, it is the Authority's mission to continue to provide necessary emergency communications functions to all our User agencies. Depending on the nature of the disaster which has caused the disruption in normal operations, modifications in less than emergency services may have to be implemented at the direction of the General Manager or their designee. These may include the suspension

of EMD, suspension of dispatching non-priority one incidents, suspension of answering of non-emergency phone lines, etc.

3.1 In dealing with the immediate operational issue associated with the disaster, the on-duty/on-call Operations Supervisor shall consider activation of the Alternate Site, as per Policy #7500 – *Activation of the Alternate Site* and Policy #2160 – *Procedure for Relocation to the Alternate Site*.

3.2 The General Manager shall form a team of necessary management and support staff to design a system based on the scope of the disruption. This team shall also be utilized to design a plan to return modified operations back to normal once the extenuating circumstances have subsided.

3.3 It shall be the responsibility of the General Manager to notify User agencies of modified operations and the expected duration of such modifications.

3.4 Modifications may be short lived (time involved in activating the Alternate Site) or long term (phone line disruption).

4.0 Mitigation Strategies

In anticipation of a disaster, mitigation strategies shall be put in place to limit the scope of damage to Authority equipment or property. During the recovery following the disaster, previous mitigation efforts will be reviewed to determine effectiveness and need for improvement.

4.1 The Authority will maintain a fully functional Alternate Site to be utilized in the event that operations are impacted at the main site and utilization of the Alternate Site will create a higher level of service.

4.2 Considering the Authority is located near several underground earthquake faults, it can be assumed that the Authority will experience an earthquake. Measures shall be completed to mitigate damage to authority equipment by utilizing earthquake strapping as necessary to prevent equipment from toppling and becoming damaged or causing injury. This will be the responsibility of the Systems Division Manager.

4.3 Since the Authority is located in an open field surrounded by natural grasses, it shall be the responsibility of the Senior Administrative Assistant to arrange for mowing of the fields any time the growth is such that it may pose a significant danger.

4.4 Due to the location of our building, the Authority has established an alternate access route in the event that the primary access route becomes impassable.

5.0 Resources Needed for Recovery

The Authority has many resources available to be utilized to return operations to normal. Emergency contact numbers for all utility providers will be maintained electronically in

the Emergency Binder located on the Intranet as well as in print in the Operations Supervisors' office.

- 5.1 In addition to public utility companies, the Authority may require the services of private contractors as well as User agency government services in conjunction with Policy #450 – *Contracts for Government Services*. The General Manager shall make necessary decisions regarding the method of selecting service providers when the need arises. S/he shall consider cost versus expediency of each and determine the best course of action.
- 6.0 This plan shall be reviewed annually during a Staff Meeting to determine any necessary modifications. Documentation of the review will be captured in the Staff Meeting minutes.
- 7.0 The Systems Division will be responsible for annual verification of Authority resources contained in the Emergency Binder. This shall include verification that each of the service providers are still in business and able to provide the service previously verified and the contact information for the service provider is accurate.
 - 7.1 Any changes in resources information shall be forwarded to the Support Services Division for inclusion in the electronic and hard copy Emergency Binder.