

CHAPTER XXX
City of Ace 911 System Failure or Evacuation

X.001 Procedures for Processing Ace's 9-1-1 Calls.

- A. In the event Ace's 9-1-1 phone system fails or they need to evacuate their dispatch center, the Ace Communications Supervisor will contact an B on-duty Supervisor by phone and advise:
 - 1. they are re-routing their 911 and non-emergency calls to B and the reason.
 - 2. Whether they will be remaining at their Primary Communications Center or will be proceeding to their Backup Site.
 - 3. Estimated duration we will be taking their calls.
 - 4. Phone numbers that we can contact their on-duty Supervisor, a Police Dispatcher, a Fire Dispatcher and an EMS Dispatcher.

- B. The B on-duty Supervisor will immediately:
 - 1. Notify 9-1-1 Calltakers that they will be receiving calls from both B and Ace. Calltakers will also be alerted that there could be streets in both cities with the same name and block range. The calltaker will have to determine whether the incident is occurring in B or Ace and they will need to use extra care when entering calls into the CAD system.
 - 2. Assign a police dispatcher to control the **PT** Dispatch Group.
 - 3. Assign a Fire Dispatcher to control the **FT** Dispatch Group.
 - 4. Assign an AMR Dispatcher to control the **ET** Dispatch Group.

- C. Receiving and Entering Calls for Ace
 - 1. During the period Ace calls are being answered by B, the phones will be answered, "911. Address of your emergency?"
 - 2. Calltakers will enter the actual Ace address on their calls and "force" the call to the **PT** dispatch group for police calls, the **FT** dispatch group for fire calls, or the **ET** dispatch group for EMS calls.
 - 3. Calltakers will enter the proper typecode for police, fire, and EMS calls based on the information the caller is giving.
 - 4. Calltakers will obtain the caller's name, phone number, and business and/or apartment complex name on all Ace calls.
 - 5. Any calls for EMS will be handled using the same procedures currently in place to assist with pre-arrival instructions.
 - 6. If a complainant calls back with additional information and the call has been closed, the calltaker will send a message to the dispatcher controlling **PT, FT, or ET** with the corresponding incident number. The dispatcher will then add the information to the call.
 - 7. In-progress incidents where the caller remains on-line will be supplemented using normal procedures.

- D. Dispatching Calls for Ace

1. Using the TACT terminal (or other available dispatch terminal), the Police Dispatcher assigned to control the **PT** dispatch group will enter "AS PT" to assign Ace calls to that terminal. The dispatcher will also need to "STATUS OFF" to turn off any other dispatch groups the terminal may be monitoring.
2. Using the FD04 terminal, the Fire Dispatcher assigned to control **FT** dispatch group will enter "AS FT" to assign Ace's fire calls to that terminal. The dispatcher will also need to "STATUS OFF" to turn off any other dispatch groups the terminal may be monitoring. If staffing does not allow for a relief fire dispatcher, the dispatcher assigned to calltake will utilize the FD03 terminal to take control of Ace calls.
3. Using the FD05 terminal, the AMR Dispatcher assigned to control the **ET** dispatch group will enter "AS ET" to assign Forth Worth's EMS calls to that terminal. The dispatcher will also need to "STATUS OFF" to turn off any other dispatch groups the terminal may be monitoring.
4. A Police or Fire Dispatcher will log on FTW1-FTW9 units to assign calls to. When a call is received, the dispatcher will select the call in their dispatch window and put any of the available FTW units on the call using the command "DO FTW[1-9]". The FTW1-FTW9 units will be available in all three services; police, fire, and EMS.
5. All fire/EMS calls will be given to Ace either by radio or telephone. Police calls that are priority E or 1 will be given to Ace by telephone. Priority 2 and 3 calls will be printed and faxed to **(817) 922-3333** if they are operating from their primary dispatch center (Bolt Street).
6. After all initial and supplemental information is given to Ace, the dispatcher will clear the call by typing "C FTW [unit 1-9] FTW". The dispatcher will override the address since it will not be a valid B location. If the incident is one in which the caller stays on-line until units arrive, keep the call open and advise Ace of all supplemental information. The commands and disposition are valid for police, fire, and EMS calls.
7. If a call goes into the "pending events", the dispatcher will need to re-dispatch an available FTW unit on the call in order to clear it out.
8. If calltake receives information concerning an incident after it has been closed, they will send the dispatcher a message with the additional information and call number. The dispatcher will use either the MI or LOGM command to add the information to the call. The dispatcher will then relay this additional information to Ace.