

POLICY 20. COMMUNICATIONS CENTER RADIO FAILURE

A. Simulcast zone failure

1. The 800 MHz radio system utilized by the Sheriff's Department has a built-in emergency radio procedure in case of a failure of a simulcast zone. This procedure is designated as "FAILSOFT", and those words will appear in the Deputy's radio in the view port. FAILSOFT simply means that the radio system will continue to operate in a "non-trunking" method, which is a preprogrammed, non-repeated channel allocated to the particular talk group that went into FAILSOFT. The deputies in the field will continue to hear the Communications Center dispatcher. The Communications Center has various options to remedy the FAILSOFT condition, all of which will be implemented to solve the situation.

B. Complete communications systems failure

2. In the event of a complete communications systems failure (one that will not allow any communications on the radio to take place, as in the case of the Communications Center ceasing to exist), the following procedures will be carried out by patrol personnel.
 - a. The on duty patrol supervisor (hereafter referred to as "sergeant", although the supervisor could be a corporal or senior deputy) will immediately contact the Communications Center Watch Commander at [REDACTED] to ascertain the severity of the loss of radio communications.
 - b. If it is determined that a catastrophic radio communications event has occurred, the sergeant will take the station phones off of "call-forwarding" if the failure occurs after normal working hours. This will allow citizens to call into the station and allow the patrol deputies to be able to call in and relay their positions and access numbers.
 - c. All deputies will either return to the station, if near the station, or proceed to a fire station, storefront, etc., and call into their station to relay their location and phone number where they can be reached. Deputies with cell phones will use them to relay their location and phone number where they can be reached. It may be necessary to call in off-duty personnel to assist the patrol Sergeant in handling the phone calls coming into the station.
 - d. Upon re-establishment of radio communication capability, the sergeant will see that all procedures are returned to a normal operation mode.