

Section 6.19: Computer Failure

In the event that a 911 computer were to fail, the dispatcher should go through the following process:

1. Immediately log into the out-of-service, if it is not already logged in.
 - a. If a previous dispatcher is still logged in, do not log them out. Operate on their account until the failed computer is usable again.
2. Attempt to restart the computer if possible and ensure that all cables and wires are appropriately attached to the computer. Ensure SAM is operational and handsets are properly plugged into the jackboxes.
3. Notify the Communications Coordinators and EMS Managers.

In the event that both 911 computers fail, the dispatcher should go through the following process:

1. Attempt to restart the computers if possible and ensure that all cables and wires are appropriately attached to the computers. Ensure SAM is operational and handsets are properly plugged into the jackboxes.
2. Notify BC911, CSFD, & UPD that the 911 terminals are not functional and all 911 calls should be forwarded to 845-1525. Request IT help from BC911 at their earliest convenience.
3. Notify the Communications Coordinators and EMS Managers.
4. Once the terminals are in-service again, contact BC911, CSFD, & UPD to update them.