

Title: **Emergency Continuity of Operations Policy**

Index: 106-D

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### **1. Purpose**

- a. The purpose of this document is to outline roles and responsibilities during a PCWIN system outage

### **2. Background**

- a. PCWIN is a complex and redundant system capable of operating under many secondary and tertiary modes without user knowledge or interface.
- b. Some system failures may considerably restrict network access until repaired. End users must take an active role in recognizing failure modes and continuing operations.

### **3. Policy Statement**

- a. It is the primary responsibility of the Network Managing Member to report end user affecting system failures
  - i. Pima County Wireless Services will communicate any system failures that might affect public safety end users through their communication centers first. Pima County Wireless Services will ensure message receipt by each communications center.
  - ii. Non-public safety agencies will be notified through email and direct communication where possible, as soon as practical after public safety agencies are notified.
- b. If an end user notices a system failure, it is their responsibility to notify their respective communications center (or agency POC if they do not have a communications center).
  - i. The communications center will confirm the failure with the Network Managing Member as soon as practical.
- c. The Network Managing Member, and all partner maintenance agencies, will triage the service affecting failure(s) and prioritize manpower to ensure restoration of full capacity as soon as possible.
  - i. Partner maintenance agencies will make manpower and resources available to the Network Managing Member to the maximum extent possible.
  - ii. If a conflict arises between the priority of this policy and an existing IGA or MOU between maintenance agencies the extant IGA or MOU will supersede this policy.

- d. The PCWIN Executive Director is authorized to release funds from the Cooperative Operating Fund Balance in order to restore network operations and back brief the PCWIN Board of Directors as soon as practical.
- 4. Applies to**
- a. All users of the 800 MHZ trunked radio system
- 5. Supporting Rules**
- a. 206-B Emergency Continuity of Operations
  - b. 106-B Reporting System Issues Policy
- 6. Conditions for Exemption or Waiver**
- a. None