York County Comprehensive Communications System
Failsoft Training and Exercise Plan

September 19, 2016

Purpose:

The effectiveness of the York County 800MHz communications network is based on the proper training and exercise of users' skills. This plan outlines the exercise of the FAILSOFT failure mode of operation to familiarize users so that they may react accordingly.

Occurrence:

Monthly exercise of the 800MHz radio system Failure mode is necessary so that users may remain aware of and proficient with the limitations associated with the Failsoft mode of the radio network. To assist all users with preparation for the adverse conditions associated with Failsoft, the exercise will occur twice monthly at the times specified below to accommodate the rotating shifts and schedules of agencies' staffs.

Exercise times:

- 1000 hours, Monthly in the first week where Tuesday and Thursday lie in the same calendar month (exercise duration: 15 minutes)

- 2200 hours, Monthly in the first week where Tuesday and Thursday lie in the same calendar month (exercise duration: 15 minutes)

Radio system staff will be on hand during the exercise and will mitigate any service disruptions during any pre-existing large-scale incidents or should a real-world emergency occur during the exercise.

Description - Failsoft:

In the Failsoft mode, "FAILSOFT" will be displayed on radios and each radio will begin to beep every 10 seconds. Wireline consoles (York County PSC/911 and Rock Hill Police Department) operations will cease and backup radios in the dispatch centers will have to be used to communicate with field units. Fleetracker, MARVLIS, and SCADA will cease to report locations or the status of field units. All talk groups will merge based on the assignments listed below.

Failsoft Channel Assignment:

Rock Hill Police Dept
Rock Hill Fire Dept
EMS & Rescue / York Co Office of Emerg Mgt
York Co Fire Service / Dept Fire Safety
York Co Sheriff's Office
Winthrop University Police
Tega Cay Police
Clover Police
York Police
Fort Mill Police
York Co Public Works / EVENTS / PS Training
Rock Hill Hometown Security/Management
other users - Charlotte/State

Courses of action:

Broad descriptions of Failsoft mode effects are listed below. More specific plans for operations during radio system failure should be developed by the respective radio system users.

Wireline consoles (York County PSC/911 and Rock Hill Police Department):

1. From a backup radio, contact field units and alert them to the Failsoft operation.

2. Have field units move to the pre-designated talkgroups that are being monitored in the dispatch centers.

3. Dispatch consoles can be used for communications on non-York County talkgroups or channels (ie. REG 04, SCHP 51, CLT M/A EMS).

Wireless consoles (Clover, Fort Mill, York dispatch centers):

1. Talkgroups will merge. Operations will continue on the merged Failsoft channel. No visual indication will be present

<u>Fire station alerting</u>:

1. Fire station alerting will cease to operate in Failsoft

2. Base station radio located in fire stations will begin to beep every 10 seconds

3. Base station radio will have to be reset with the "VMUT" button <u>after</u> 15 minute Failsoft exercise to mute the radio until next call for service

<u>Emergency Button</u>:

1. Emergency Buttons **<u>will not</u>** operate in Failsoft.

2. Emergency declarations will have to be made by calling for assistance on the proper radio talk group

<u>Encrypted and Clear communications</u>:

1. It should be assumed that encrypted communications will not function properly during Failsoft

2. Encrypted and Clear talk groups will merge.

    a. Those using encryption should disable it during Failsoft to prevent confusion

<u>Logging Recorder</u>:

1. The primary voice logging recorders will not function during Failsoft.

2. The secondary voice logging recorder will continue to record radio traffic in a non-trunked format utilizing radio control stations.