

	TRAVIS COUNTY ESD #5 MANCHACA FIRE RESCUE Department Memorandum	M2019-004
		Effective: 8/1/2019
		Expires: 8/5/2019
	CAD Outage: 8/5/2019	From: BC Poole

CTECC will be migrating the CAD to new servers on 8/5/2019. During this time, many of the automated services for alerting and Stating of units will be offline. Crews on duty during the outage will need to follow the instructions below for receipt of calls, response, and statusing.

CAD OUTAGE—Monday August 5th from 0700-1200.

What you need to know:

1. MDC's will NOT be working.
 - a. All Department MDC's need to be powered off before 0700. Do not forget unstaffed apparatus/command vehicles.
 - b. During the time, MDC's are down, all status will be by radio.
2. Station Alerting will be NOT working.
3. Paging through CAD and Active 911 will be offline.
4. CAD data push to ESO will be offline. Incidents will be pushed to these interfaces when the outage is completed. It could take up to 24 hours to have the incidents pushed to your reporting system.

What you need to do:

1. Before 0700: Power off all MDC's
2. Have 1 radio monitor FTAC 202. Calls will be dispatched on these channels.
 - a. City Apparatus will be dispatched on FTAC 201
 - b. County Apparatus will be dispatched on FTAC 202
 - c. Do not respond to dispatch on FTAC202/201, these are to be monitored only
 - d. Be prepared to write down addresses and utilizing phone apps for routing
3. Use FCOM channels for statusing: Responding to call, Onscene, Clear, At Station, etc.
 - a. FCOM E for ESD5/ESD11 calls
 - b. FCOM S for City calls
4. Limit activity during the outage window. Remaining in the station is the best choice.

FIRE DISPATCH WILL ADVISE WHEN THE OUTAGE IS COMPLETE AND MDC's CAN BE POWERED ON.