

# Genesee County Communications Support Procedure

**Policy:** Procedure for receiving Radio / Information Technology Support.

**Procedure:**

**A. Communications Radio / Information Technology Support**

1. Agencies requesting Radio / IT Support from Genesee County Communications must complete the Work Order Form located at:  
<http://www.co.genesee.ny.us/dpt/emergencymanagement/emsforms.html>  
<http://www.genfirewire.com/forms.htm>  
<http://genesee.co.intranet/gencointranet/sheriff/sheriffforms.html>
2. The completed form must include the contact name, contact number, department name, and previous solutions attempts.
3. Send the completed form to Communications via e-mail to:  
[911center@co.genesee.ny.us](mailto:911center@co.genesee.ny.us)

**B. Solution Escalation**

1. If Communications is unable to resolve the issue, they will forward the request to the appropriate vendor or the Genesee County Information Technology Department with actions taken.
2. Communications will act as a liaison until a solution is found.

**C. Emergency Requests**

1. Emergency requests (those requiring solution within 4 hours) will be sent both by e-mail and fax 585-343-9129. NOTE: Text messaging is not considered an emergency.
2. The Director of Emergency Communications must approve all requests for emergency support.

Source: Sheriff

Date: January 18, 2006