



Kern County Sheriff's Office – Communications Section

Policies and Procedures

TITLE: 9-1-1 ALTERNATE PSAP PROCEDURE			NO: C-100
APPROVED: Commander John Carpenter			
EFFECTIVE: May 1, 1995	REVIEWED: August 21, 2025	REVISED: August 21, 2025	UPDATED: August 21, 2025

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to ensure the public safety of the citizens of Kern County and to fulfill our commitment to the 9-1-1 system's philosophy. If a break down in the 911 system occurs, we will be called upon to serve as an alternate PSAP (Public Safety Answering Point) for other agencies. The Kern County Sheriff's Office is the current alternate PSAP for Arvin Police Department, Bakersfield Police Department, California City Police Department, Delano Police Department, McFarland Police Department, Ridgecrest Police Department, Shafter Police Department, Taft Police Department, Tehachapi Police Department, and the Wasco Police Department. In the event the KCSO PSAP becomes inoperative, the Bakersfield Police Department will act as our alternate PSAP.

PROCEDURE A - ACTING AS ALTERNATE PSAP

When another agency notifies the Communication Center that their PSAP is malfunctioning, the Dispatch Supervisor will:

- Turn on the appropriately labeled switch mounted on the column to the south of the Dispatch Supervisor's position that routes the affected areas 911 calls to the Communications Center (Wasco Police Department does not have a switch and the alternate routing is handled by Wasco Police Department via their 911 phone service provider).
- Obtain a seven-digit phone number from the agency so calls can be forwarded back to that department.
- Advise on-duty dispatch staff they will be receiving 911 calls from the affected agency's area and instruct them with the seven-digit number to forward the calls to.

When receiving a 911 call that has been forwarded by an allied agency PSAP, the dispatcher will:

- Transfer the call to the seven-digit number provided by the affected agency.
- Call the affected agency with all available information if the line is disconnected prior to transfer.

PROCEDURE B - REQUESTING AN ALTERNATE PSAP

If the KCSO PSAP at the Communications Center becomes inoperative, the Dispatch Supervisor will:

- Advise the Bakersfield Police Department – Communications Supervisor of the situation and request the activation of the alternate PSAP routing system.
- Advise the Bakersfield Police Department – Communications Supervisor of an alternate phone number.
- Contact the NG911 provider to initiate the NG911 call alternate routing to the Bakersfield Police Department.
- Notify the Section Manager.

When the PSAP at the Communications Center becomes operative again, the Dispatch Supervisor will:

- Advise the Bakersfield Police Department – Communications Supervisor of the situation and request they deactivate the alternate PSAP routing system.
- Contact the NG911 provider to remove the NG911 call alternate routing to the Bakersfield Police Department.