Instructor Notes to accompany SOP PPT

Slide 1 – Title Slide
- It is the intent of this training to educate a responsible end user from each agency in Berks County that utilizes the Berks County DES services and its radio system.
- Responsible representatives from each agency are required to go back to their respective agencies and educate them on the Operating procedures set forth by DES.
- The manual provides detailed descriptions of multiple operating procedures and should be read in its entirety by all system users. (**STRESS READING MANUAL**)

Slide 2 – Training is Crucial!!
- ALL systems users will be trained how to operate the new radio system. It has incredible new capability but is also is very complex. Training is essential for all system users in order for the system to work properly. It is only as good as the users operating it.
- New technology requires all of us to branch out of our comfort zones and know how this is going to work for all users, not just our own. Fire must understand police and vice versa, county and city must understand each other. The better we understand one another, the better we are prepared to service our community.
- This training is not to replace reading the manual. It is to help you better understand what you are reading and be able to re-teach it to your agencies. Allow them to read the manual and ask questions. If you are unable to answer a question, ask one of the DES staff.
- When changes and modifications occur, an email will be sent out. It is imperative you maintain a current email address on the DES website listserve. Anyone is allowed to register for emails. This will ensure timely and effective distribution of important information pertaining to the SOP.

Slide 3 – Communications Standard Operating Procedures

- Now that you have heard from Motorola and understand some of the terms, we are going to take a closer look at the radio system, a closer look into each discipline and review the important topics and points through the newly adopted SOP manual.

Section 4 – General Radio System Operations and Security
- All system users should be aware of these 4 important points right out of the gate.
- Only authorized users may access the system with the proper equipment. If the radio system is used inappropriately, rights to access system may be inhibited.
- A lost, stolen, or missing radio causes concern due to security risk (encrypted talk groups). Any type of system trouble shall be reported to DES watch officer as soon as possible. The following information should be provided if possible:
  - Location where problem occurred
  - Detailed explanation of the failure or problem
  - Radio ID for the subscriber unit
  - Any other important information

- The sooner a problem is reported the sooner trouble shooting can begin and a resolution started.

Slide 5 – Conventional vs. Trunking
- A good analogy is to think of a Conventional (non-trunked) radio systems work more like a supermarket, where customers queue up behind a checker that they choose.
- A trunked radio system works like the waiting line in a bank. Customers typically wait in one line for the next available teller.

Slide 6 – Trunked System Talk Groups
- Radio talk group/channel classifications is located in section 3 – RADIO TALK GROUP/CHANNEL CLASSIFICATIONS of the manual.
- Dispatch talk groups will only receive transmissions, and are used for dispatching disciplines to incidents.
- Hailing talk groups are the primary communications path between users and radio operators. Hailing talk groups will be addressed in greater detail later on.
- Operations talk groups are used for major incidents, pre-planned events, or extreme business and traffic must be moved off the hailing channel. There are a limited number of Ops Talk Groups available so use and must be coordinated with the radio operator. At the completion of incident the IC must advise the radio operator that the Ops Talk Group is again available.
- Administrative talk groups are essentially equal to the current local frequencies. These are not monitored by DES but they are recorded.
- Each talk group will be discussed for each discipline in greater detail.

Slide 7 – Other Radio Talk Groups
- Conventional Interoperability channels allow for out of county mutual aid units to communicate with county units on the incidents. A permanent patch exists between the old frequencies and the new talk groups.
- Currently, Lancaster County is the only adjoining county we do not have interoperability with.
- Both Conventional interoperability and tactical channels will be addressed in greater detail as we come across them in each discipline.

Slide 8 – Dispatch Talk Groups
- These talk groups are receive only channels, field users are not be able to communicate with radio operators on these channels. The radio operator sends out tones accompanied by audible dispatch.
- County fire and EMS incidents are simulcast over VHF county-wide paging channel when dispatched.
- Reading fire and EMS incidents are simulcast over RDG fire VHF when dispatched.

Slide 9 – Hailing Talk Groups
- Hailing Talk Groups are the primary communications path for radio communications between the system users and Berks DES radio operator.

•For municipal police & county agency disciplines, the hailing TG also serves as their dispatch TG.
•Purpose: When necessary, due to extenuating circumstances, it is acceptable to: go in service, go clear but busy (provide a reason for the busy status.)

Slide 10 – Operations Talk Groups
•Scope TGs are used for law enforcement requests, Jnet, CLEAN, requests for tow trucks, etc. – continuously monitored. This is the only operations talk group that is monitored on a regular basis by DES.
•Not monitored by DES:
   • If a Radio Operator (RO) needs to contact an individual working on an Ops TG, the RO will switch over to that Ops TG and communicate with that individual.
•If a field user working on an Ops TG needs to make contact with a RO, they will switch over to the appropriate hailing talk group to communicate with the RO.
•Purpose: There is a limited number of Operations TG available and their use must be coordinated.

Slide 11 – Administrative Talk Groups
•Administrative talk groups are used much like the current local or side frequencies. They allow for system users in close proximity to communicate with one another. These TGs are not monitored by the RO but are recorded.

Slide 12 – Interoperability Channels
•Non systems users will contact DES RO via a "CALL" channel (UCall40, Vcall10, 8Call90) who then be directed by the DES RO to switch to an overlay TAC channel that will be patched to a current systems users Talk Group for effective communications.
   • EX. Lebanon County Police unit calls on 155.070 – Legacy Berks P1 will be patched to BrksPDDispA to communicate with Womelsdorf Police.
•Once a non-system user is finished in Berks, they are required to advise DES RO they are clear of the channels and the patch will be disengaged.

Slide 13 – Tactical Channels
•Tactical channels are very low powered channels that allow for on-scene communications. All public safety radios are equipped with tactical channels.
•If request for a tactical channel is requested via the RO, the RO will assign Tac Channels starting with 1 and work up to 12. If a field user is looking to obtain a Tac Channel on their own they will start from 12 and work down to 1, until a channel is located. The Incident Commander shall key up and announce "XXX Incident Command to any unit on channel, respond if this channel is in use?" If any traffic is detected on the channel after such a selection is made, the Incident Commander shall be responsible to move to another channel.
•Once IC finds a usable channel, they will advise DES of the TAC channel being used.

•Significantly small sphere of operation: working incident in Bethel on Tac1 and a working incident in Amity on Tac1 will not interfere with each other or be heard.
•Tactical channels are not recorded or monitored by DES but coordinated through Radio Operator.

SLIDE 14 – TITLE SLIDE
Expectations = to read the SOP manual, understand the important points, ask questions, and teach your agencies.

SLIDE 15 – Section 2 – Release of 911 Records, "Pinging" Cellular Telephones
•Record request forms are available on the Berks DES Website, along with email address to email the requests and fax number. All immediate request should be handled by the on duty Watch Officer.
•Anytime an officer is requesting a "ping" of a cell phone the request should be done so by contacting the on-duty Watch Officer either in writing or via a recorded line.

SLIDE 16 - Section 2 - 4 pages – Continuity of Operations
•**All field users and system users are highly encouraged to keep personal contact information up to date with agency leaders.
•**Agency leaders are highly encouraged to keep their personal contact information up to date with the DES Watch officer staff to make sure notifications of outages can be made in a timely manner.
•Any system user who's radio displays "site trunking" or "fail soft" needs to immediately contact the DES on duty watch officer.

SLIDE 17 – SECTION 2
Section 2- WebCAD
- Used by police, fire and EMS to obtain call information such as times and assignment numbers.

Section 2 – Media Policy
- When media attention is gained due to an incident: The agency having jurisdiction will name someone as a point of contact and advise DES of whom that person will be.
- Media details will be generated and dispatched to that agency's point of contact or "Public Information's Officer"

SLIDE 18 - Section 2 – Telephone Requests from Field Users
•This section on the manual lists types of that telephone calls that are appropriate and NOT appropriate to ask of a DES employee to make.
•Ex of appropriate calls: tow trucks, utility companies, ARL, CPC, DUI center, etc.
•EX of Inappropriate type of requests: calls considered personal in nature, calls to off duty officers from another agency, calls to relatives or friends involved in an accident

SLIDE 19 - Section 2 – Request for Aeromedical Assets

•Standbys can be requested by an agency that was dispatched to the call.

•Fly requests MUST come from a responding BLS or ALS ems unit after Patient assessment

•Cancellations can only be made by BLS or ALS unit having jurisdiction after on scene

•DES advises the requesting unit the request was:
- Denied or Approved
- Designation of the responding asset
- Estimated flight time once airborne

•Individual assuming responsibility for managing the landing operation shall assume the radio unit identifier "LZ XX" (If CO54 assumes responsibility, LZ54)
- Once LZ is established, that should be the only person communicating with the aircraft and DES.
- LZ shall be responsible for notifying DES of the following scene statuses:

"Aircraft is landed"

"Aircraft is airborne and LZ is terminated"

SLIDE 20 – SECTION 2
Information regarding potentially infectious Respiratory Illness
- RPI (Respiratory Precautions Are Indicated)
- RPNI (Respiratory Precautions Are Not Indicated)

General Announcements

•Immediate announcement requests can be requested by telephone on the 4921 number. DES Watch officers. EX. Work details

•Delayed announcements can be submitted in writing via, email, fax, US mail to the on duty Watch Officer who will then review it for substance and brevity. EX. Death/funeral announcements.

Premise Alerts

•Consist of Access information, Specialized recourses, hazardous material sites and responder safety associated to a specific address in CAD.

•There is a premise Alert form which gets filled out by the chief or officer in charge.

SLIDE 21 – TITLE SLIDE

An overview of topics we will be discussing in the next several slides.

Starting in section 3 of the manual, 5th topic.

SLIDE 22 – SECTION 3
FCC regulations
- Be professional at all times and refrain from using and profane or obscene language.
Radio etiquette / Professionalism
- Be concise as possible.
- Use and manage emergency function appropriately when activation is made whether real or accidental.

- Concerns with the conduct of others should be pursued with offender or his/her organization's leadership.
- If problem is pervasive or can't be resolved, report to Watch Officer.

SLIDE 23 – SECTION 3
Approved Agency and unit identifiers
- POLICE: Non-Reading law units operating on Reading TGs (RdgXXXX0 they will use "County" in front of agency/unit ID (e.g., County 25-91). Reading law units operating on non-Reading TGs will use "City" in front of unit ID (e.g., City 306)
    - EMS: Units operating across TGs (City and County) need not preface normal identifier (e.g., Reading Fire Medic 1 will use "Medic 1" regardless of what TG they are on and Lower Alsace Ambulance 1 will use "Ambulance 555-1" regardless of what TG they are operating on).
    - FIRE: County fire service identifiers use organization number and apparatus or unit position identifier. Non-Reading fire units on Reading TGs (RdgXXXX) use "County" in front of agency/unit ID (e.g., County Engine 55-1).
    - Reading Fire: service identifiers are the same except that, when operating on Reading (RdgXXXX) TGs they will not transmit organization identifier. Reading fire units operating on non-Reading TGs use "City" in front of their unit ID (e.g., City Engine 1)

SLIDE 24 - SECTION 3
Incident timers and security checks – POLICE
- Security check is performed automatically after unit has been on scene for a specific amount of time or when a specific incident threshold has been met.
- Radio Operator may make a check any time regardless of whether the field unit has advised "No further checks."
    - Unit must state NFC's and echo'd by the RO.. Lacking such a transmission, checks will continue to be offered at the previously established interval until the call is cleared.
- Failure To Respond To Security Checks – **ALL**
    - If unit fails to respond to an initial security check, a second security check will be made 1 minute later.
    - If unit fails to respond to a second security check after 1 one minute:
        - Watch Officer **notified and back up will be dispatched**
        - DES will implement Remote Monitor: Allows dispatcher to remotely key up the user's radio and, on a secure private TG, listen to the radio microphone input. Remote Monitor remains active for 30 seconds or until the user transmits. Info gathered from the Remote Monitor conveyed to back-up units responding to the scene.
- Continuous efforts will be made to contact unit and checks will be priority traffic

- Once back-up units have been sent, a subsequent response will not be satisfactory to establish officer safety. Back-up response will not be terminated except when:
    - •Back-up unit arrives on location and determines there is no problem.
    - •Unit that failed the check clears the call or clears the scene (initiates a transport) or Another public safety unit not on the same incident scene as the unit that failed the check notifies DES <u>BY RADIO</u> that they have had contact with the unit and the back-up can be cancelled.

<u>SLIDE 25</u> -<u>Section 3</u>
<u>Incident timers and Security checks – EMS</u>
•Security Checks EMS – By Policy
- A Berks DES Radio Operator performs a security check twenty (20) minutes after arrival of an EMS unit on any call type except fire scenes. When multiple units are on scene together, DES may offer a combined security check by announcing all units due at that time.
- In response to a security check, or at any other time the EMS operator desires, he may communicate "No further checks." This transmission will be echoed by DES and no subsequent checks will be offered.
- Lacking such a transmission, checks will continue to be offered every (20) twenty minutes until the call is cleared.

<u>SLIDE 26</u> - <u>Section 3</u>
<u>Incident timers and Security checks – FIRE</u>
- 20 minute timer will be set after establishment of Command for following:
    - o Structure Fires where command is established
    - o Motor Vehicle Accidents w/Entrapment where command is established.
    - o Any other incident upon specific request of Command.
- At timer expiration, Radio Operator will notify Command.
- Command acknowledges the message and no further information is required.
- Command may request "No further timer notifications."
    - o DES acknowledges and no further action required.
    - o If Command does not request "No further timer notifications," another 20 minute timer initiated and process continues until command terminated or "No further" is requested.

<u>SLIDE 27</u> - <u>Section 3</u>
<u>Air Priority- General Use of the term</u>
- Air Priority only requested for following circumstances:
    - An UNFORSEEN life-safety emergency where a User(s) are in a circumstance that is IMMEDIATELY threatening to his/their personal safety.
    - Emergency Button activation when the activation is real emergency or when the individual does not respond.
    - Pursuit, until pursuit ends or transitions into a condition that is expected to be of lengthy duration (e.g., vehicle pursuit where the operator bails to foot

and a perimeter is being established). Incident will be moved to Operations or Tactical communications
- If one of the above circumstances is present, On a Dispatch/Hailing or Hailing TG, Radio Operator sounds 5 short beeps and announces **"Attention all units, air priority is now in effect for** <u>(Individual or Incident)</u>**, switch normal operations to** <u>(Relocation Talk group)</u>**."** On the relocation TG, DES sound 5 short beeps and announce **"Attention all units, Air Priority is now in effect on** (TG where Air Priority declared)**, and other user are affiliating here."**
- All Users operating on the TG shall move to the relocation TG and resume normal operations. Standard practice will be to the alternate or secondary TG, e.g., BrksPDDispA to BrksPDDispB, etc. MANUAL EXAMPLES FOR ALL DISCIPLINES, REDIRECTION RESTS WITH RESPONSIBLE DES RO
- At the conclusion of an Air Priority, DES shall:
    - On the TG where Air Priority was in effect -- announce **"Attention all units on** (TG where Air Priority in effect)**, Air Priority is now lifted."**
    - On the Relocation TG -- announce **"Attention all units, the Air Priority on** (TG where Air Priority was in effect)**, is now lifted. Resume normal communications."**
    - Units shall re-affiliate with their normal communications TG.

SLIDE 28 - **Section 3**
> **Mayday – General Use of the Term**
> •**MAYDAY** should NOT be used to signify emergency traffic that does not relate to an immediate threat to the safety of individual making the transmission
> •Personal distress = something likely to result in injury or a threat to life
> •Radio Operator or any system user, after receiving a MAYDAY transmission, will immediately ascertain the nature of the call and act appropriately.

Section 6 - Fire Hailing Talk Group – MayDay
UNLIKELY
- When **MAYDAY** is called on a Fire Operations TG, incident communications is moved back to the Hailing TG from which it originated. ONLY communications related to **MAYDAY** will be conducted on original Operations TG.
    - EX. If a CO64 firefighter on a BF call declares a MAYDAY on Berks Fire A,   Mayday communications remain on Fire Alpha and the incident operations move to an berks fire Ops 1, any other calls come in and the agencies would use fire alpha are directed to fire bravo at the conclusion of the dispatch.
- When IC requests, DES will assign a second Operations TG for the regular incident communications and will assist in getting the units moved to that assigned TG.

SLIDE 29 - **Section 3**
> **Urgent Traffic – general use of the term**
Examples of use of URGENT TRAFFIC include:
- Notifying another of a safety issue that could affect the other.

- Notifying DES of an unreported emergency.
- DES notifying User of additional information received from a 9-1-1 caller when delay could have negative impacts

4 part messages:
- User transmits the words **"Urgent Traffic"** following their hail(unit identifier).
- Example: "**Berks, Chief 1, Urgent Traffic**"
- Caller shall not proceed with transmission until acknowledged.

SLIDE 30 -**Section 3**
SCCP – Plan Charlie
Notifications
- EMS and Fire All Calls announcements: "Due to (reason for implementation) Plan Charlie is now in effect".
  - If text paging is available, countywide EMS and all Fire Zone All Calls text page groups will receive.
  - Announcements will be made on discipline hailing channels for fire, police, and EMS.
  - Agencies assigned to Administrative TGs MAY be contacted by radio or telephone to curtail radio operations.

Law Enforcement Process Modifications
- Traffic on ALL TGs limited to essential traffic only. Use MCTs for status keeping.
- Broadcasts will not be performed unless a priority.
- Only essential queries performed by DES (MCTs must be used where available).
- Functions deemed non-essential by Watch Officer will be denied/deferred.

Fire/EMS Operations Process Modifications
- Traffic on ALL TGs will be limited to essential traffic only including TGs not monitored by DES.
- When the cause for the SCCP is weather related, fire agencies are requested, but not required, to staff station and provide telephone contact information to receive non-emergent call notifications.
- No administrative announcements will be made
- Fire and EMS units will not be dispatched to calls for MVA UNKNOWN INJURIES except in PSP jurisdiction or on request of police.
- No summary of times or incident information be given over radio or telephone.
- Any function deemed non-essential by Watch Officer will be denied/deferred.
- DES will only make utility company notifications when an immediate threat to life or property exists.
-

SLIDE 31 - ADDITION OPERATIONS TALK GROUPS

AN OVERVIEW OF OPERATIONS TALK GROUPS AND THEIR FUNCTIONS IN THE DES RADIO SYSTEM

SLIDE 32 - Section 3 – Operations Talk Groups
Disaster Operations Talk Group
- Use of disaster TG is coordinated through DES / recorded in DES, not monitored by DES except on special notifications requests

Flight Ops
- 2 available Flight Ops talk groups
- Because most air assets will not have trunked radios, use of these TGs can only be through a Console Patch to a conventional channel available in the air asset.
- Aeromedical incidents will take place on the a Berks Fire operations talk groups.

Countywide exercise Ops.
- Agencies are required to obtain authorized use of the channel from DES by written request.
- DES will only monitor if deemed appropriate.

SLIDE 33 - Section 3- Operations Talk Groups
Local EM Ops
•Does not need to be coordinated through DES to use this Ops channel.
•Are recorded but not monitored by DES

Public Works Ops TG
•13 TG's available for expansion. (4 North, 8 South, 1 County wide)
•Put in place to minimized inconvenience and cost of radio reprogramming for future use.

Non-Reading Agency Specific Ops TG
•Complete list in manual, section 3. Also a list what radio's each agency is available in.
- Ex Coro in LEO radios not all public safety radios. List encryption status listed.

SLIDE 34 – SECTION 3 – Operations Talk Groups
Reading agency specific operations TG
•Complete list of agencies, encryptions and availability found in section 3 of the manual.
•Not monitored by DES but recorded and available on the console.
•The use of these TGs do not need to be coordinated through DES.

Telepatch
•A landline call into DES that can be patched to a Telepatch Ops TG .
•AES and ADP refer to the type of encryption placed on that telepatch Ops TG.
•AES is a federal standard encryption, whereas ADP is base line encryption.

SLIDE 35 – Section3
Messaging Format
•Contains full explanation and description of 2 part messaging and 4 part messaging.
 User: "**Berks, Engine 1 responding 123 Main Street**"
 DES: "**Copy, Engine 1 responding 123 Main St.**"

- DES radio Operators may be busy on a another Talk group or channel and can not readily answer a 2 part message. Field user should then attempt a 4 part message. DES RO will echo the field user and 4 part messaging shall continue.
- Example in the manual for proper 4 part messages, EMS system user to MedComm and Hospital contact, system user to system user.
- Echoing is highly encouraged in all types of message formats to ensure the correct info was conveyed and received.

Important Incident Information
- From DES staff
    - Information that is not provided in the initial dispatch will be given after certain responders after the acknowledge they are responding.
        - Addition provided after acknowledging response: EMS units, 1st responding fire apparatus, and 1st responding officer.
    - Any additional information that becomes available after the dispatched additional.
- From Field Users
    - Command (Required) -- Passing, establishing, transferring, terminating of command
    - Incident Stabilization -- Victims extricated, fire under control, etc.
    - Incident Escalation (Required) -- Additional alarms, working fire declarations, collapses or other "new" hazardous conditions discovered, additional victims/MCI, etc.
    - Status Keeping for Non-System Responders (utility companies, tow trucks, etc.)
    - Road Closures (Required) -- significant impact lasting more than 1 hour.
    - Other "PEIRSable" Incidents (Required) See Appendix C for a summary of incidents reportable under the Commonwealth

SLIDE 36 - Section 3 - BCERT

Berks County Response Team (BCERT) Calls
- It is critical to the safety of BCERT personnel that to maintain radio security. DES shall not provide details relating to a call for service in support of BCERT over unencrypted TG.
- Fire/EMS Users shall avoid references to BCERT operation in communications related to assembling for, or responding to, the incident.
- After BCERT request fire and ems, DES will create a work detail and transmit tones. OIC will be requested to call in for further information.
- When the OICs of fire and EMS agencies contact the Communications Center by phone:
    - They will be advised that there is a "BCERT" incident underway.

- Any other details/instruction provided by requesting BCERT will be conveyed.
- If the OIC of fire/EMS agency is requesting information unavailable to DES, the Telecommunicator will provide them with BCERT OIC's phone number so direct contact can be established.
- Fire and EMS units shall not acknowledge the response, or transmit any other information related to nature of the "work detail" over the radio.
  - If the fire and/or EMS units are requested to report to the scene due to some unforeseen circumstance, they will receive notice from BCERT directly or from DES.
- After BCERT has presented on the incident scene, and fire/fire police/EMS are requested to respond to provide service, radio communications may proceed as per normal procedure

SLIDE 37 – TITLE SLIDE
OVERVIEW OF SYSTEM FEATURES AND HOW THEY WILL OPERATE AND BE HANDLED

SLIDE 38 – SECTION 3- SCANNING
Each agency should be familiar with the scanning features of there radio.
Mobile radio differ from portable radios:
- Mobiles have feature called "Scan On/Off Hub." If radio is scanning and the operator removes the microphone from the clip (hub), radio can be programmed to either continue to scan or stop scan scanning.
- Scanning is "Off Hub" or "On Hub". Regardless of whether the radio continues to scan or stops scanning, when the user pushes the PTT button, they are transmitting on the Channel or TG to which the radio is actually affiliated.
  - All City Disciplines and Co EMS will NOT scan when off HUB
  - County Fire & County Law Enforcement will continue to scan when off HUB
- Minimizing the total number of Scan List Members to only those absolutely necessary to be monitored reduces, BUT DOES NOT ELIMINATE, the possibility of missing important traffic.

SLIDE 39 - Section 3 – DVRS – revised JUNE 1
- A radio repeater that accepts an input from portable radios on a conventional channel and retransmits input over a connected mobile radio set to a specific TG, In the reverse, a signal received on the TG is then relayed through the DVRS and out over the conventional channel to portable radios in range of the DVRS.
- Not all agencies purchased a DVRS.
- However, all public safety portables are programmed with the 3 DVRS channels.
- 8MobRPTR1-3 (all portables have DVRS capability)
- It is the responsibility of the IC to ensure that all personnel switch over to the correct DVRS channel.
  - Link between portable and DVRS cannot be encrypted

SLIDE 40 - Section 3 – TALK TIMER
- Tone is audible to User but will not interrupt transmission.
- If unable to complete transmission in 10 ten seconds, User shall say "Stand-by for Additional," unkey radio, and immediately PTT again to continue.
- Other Users on TG should recognize "Stand-by for Additional" to mean further traffic is intended and should not attempt to access talk path.

SLIDE 41 – SECTION 3 – BUSY PROCESS
- Note: System busies are not expected to be frequent occurrences.
- Additional push to talks will move you to the end of the queue (be patient wait to talk)

SLIDE 42 – SECTION 3 – EMERGENCY BUTTON ACTIVATIONS (EBA)
- Users whose radios are on the TG will receive an audible and visual notification of the emergency. (If other Users are not monitoring TG where emergency was initiated, they get no indication unless they switch into TG.)
- The word **"EMERGENCY"** will display on the radio in an orange bar or with orange backlighting. As well as the ID of the radio in emergency or alias of the radio.
- Depending on how a TG is programmed, the EBA will either remain on the TG or be switched to a monitored TG called an Emergency Revert TG. Appendix E shows a list of how EBA's are handled.
- Once the EBA is sent, until the radio emergency is reset by the User, every PTT from the radio will "reinitiate" the emergency.
- If User sends EBA and changes to another TG and PTTs, it will send an emergency on that TG.
- Emergency Resets -- User must perform a long button press (approx. 1.5 sec.) on emergency button. <u>EMERGENCIES CANNOT BE RESET BY DES</u>.
- EBAs are only acknowledged on console by the Radio Operator handling the emergency.
- Verified Activations
  - Radio Operator (DES or City PD) contacts unit to verify the activation by transmitting the call sign of the unit, the phase "Echo, Bravo Alpha" (emergency button activation), and "location."

  "26-1, Berks Echo-Bravo-Alpha, location?"
  - Only one of two responses acceptable to this inquiry—verified with information provided or "Accidental".
  - Accidental activation responds with "Accidental" and no further information or details.

  "Berks, 26-1 Accidental."
  - Unit then resets emergency button.
- Any response other than "Accidental" (including a response that includes additional details)

- e.g., ***"Berks, 26-1 Accidental, everything is OK here, sorry",*** shall be considered to be a Duress EBA, and law enforcement WILL BE mobilized if User's location is known. If the location is not known, the Communications Center shall reply as though it is understood that everything is OK and inquire as to location.

    "26-1 Berks, copy accidental activation, everything is OK, your location for the logbook."
- Coordination of units responding to Duress EBA must not be completed on TG where the EBA is completed to avoid making the attacker aware of the coded response. For this same reason, it is crucial that the unit under duress deactivate scan functionality.
- User intentionally activating will respond with details.
- Verified Intentional EBA From A Unit on Location With Other Units Capable of Offering Assistance
    - DES ensures that IC received EBA and is aware of the situation.
- Verified Intentional EBA From A Unit on Location w/o Other Units Capable of Offering Assistance
    - DES ensures that IC received the EBA and is aware of the situation and mobilizes additional resources.
- Activations From Units Where Follow-Up Contact Is Not Made (Unverified Activation)
    - Units On Scene Without Other Units -- DES attempts to make contact with User and unit does not respond, a second attempt is made. After a second attempt with no contact, situation is handled as a failed second security check. Specific actions determined by the ability locate User activating EBA.
    - Units On Scene With Other Units -- DES attempts to make radio contact with User with no response, a second attempt is made. After a second attempt with no contact, DES ensures IC received EBA and is aware of the Unverified EBA. DES support provided as requested by IC.
- Emergencies on Conventional Channels
    - EBAs can be activated on Conventional Channels (e.g., Tactical Channels).
    - These channels are essentially off System and not received in the Communications Centers.
    - Activations must be handled exclusively by IC.

Slide 43 – section 4 - Law Enforcement TG
- Two LE TGs:
    o BrksPDDispA
    o BrksPDDispB
- Full list of the specific talk groups and system users assigned to each talk group are located in section 4 of the manual, 1st page

SLIDE 44 – SECTION 4 – Law Enforcement TG's
- Details and list of the operations TG's are **in SECTION 4** of the manual .
- Use of Ops talk groups is coordinated or approved through the RO. Ops TG are on the console but not monitored by DES except when an incident is on-going.

SLIDE 45 - Section 4 – BOLO Announcements
- The Radio Operator assigned to the Dispatch/Hailing Talk Group covering the agency with primary jurisdiction for the BOLO is responsible for ensuring the broadcast is made.
- BOLO Call types are: Hit and Run, Missing, Stolen Vehicle, BOLO WANTED –(law enforcement has obtained an arrest warrant), BOLO QUESTIONING (law enforcement desires interaction, but for whom no arrest warrant has been issued)
- "Broadcast only" where no CLEAN/NCIC entry is made is generally used for hit and run and individuals wanted for questioning.

SLIDE 46 - Section 4 – Law Enforcement System Users status keeping
•LEO shall maintain, to the degree possible, up-to-the-minute status with DES.
•Busy status Exception -- Unit represents the only unit from any one department and will be able to be reached for emergencies.
•Radio Operator may inquire a unit's status at any time it is determined to be in the interest of resource management that a refresh of the status is needed.
- Shift changes and in-service/out-of-service status changes shall be conducted via telephone with the following exceptions:
  - An officer that is off-duty, but is intending to respond to a priority call, may place himself/herself in service by transmitting status, badge and unit assignment on the appropriate Law Enforcement Dispatch/Hailing TG.
  - An officer requiring to be placed out of service for the purpose of logging into an MCT shall make this request on the SCOPE TG.

SLIDE 47 - Section 4 – Law Enforcement TG's
•Is recorded and available on the console @ DES but not monitored.
•Intended to be a single location at which any law enforcement User can reach any other law enforcement User.
•Call should be moved to a mutually decided alternative TG after making contact to avoid extraneous chatter.
•Broadcast in both Sites; AES encrypted.
•If Users do not scan this TG in their Scan List, then they will not be able to hear potential callers.

SLIDE 48 – SECTION 4 – Priority calls & Non- priority calls
Section 4 – Law Enforcement – Priority Calls
•Once an MCT user clears a detail, it also clears in the DES. If a call is active, for instance a reckless driver, an officer clears the call from their MCT, the call taker's call for service will disappear.

•If radio traffic allows, check with the radio operator to verify the caller is no longer on the phone before clearing an active call from the MCT.

Section 4 – Lawn Enforcement – non priority call

•MCT ready means: unit is available, logged into an MCT and status reflects officer is in the vehicle

SLIDE 49 - Section 4 – Law Enforcement Vehicle and Subject stops

- Communications conveying initiation of a vehicle stop shall be conducted in the following format:
    - Field Unit: **"Berks XX, vehicle stop."** (where XX is the ID of the unit calling)
    - DES: **"XX copy vehicle stop, your location?"**
    - Field Unit: **"Berks, I am at** (*location)***, plate** *(number, state)* **with a** *(vehicle color, make, and model), (#)* occupants. *Any other pertinent information."*
    - DES: **"Copy** (location) **with a** *(vehicle color, make, and model)."*
- Communications conveying initiation of a "subject stop" shall be conducted in the following format:
    - Field Unit: "**Berks XX, subject stop.**" (where XX is the ID of the unit calling)
    - DES: **"XX copy subject stop, your location?"**
    - Field Unit: "**Berks, I am at (***location)***, with a** *(subject description). Any other pertinent information."*
    - DES: "**Copy** (location) **with a** *(subject description).*"

SLIDE 50 - Section 4 – Lawn Enforcement Vehicle & foot Pursuits

- Air Priority shall be immediately placed in effect on the TG.
- Vehicle – registrations provided will automatically have an CLEAN/NCIC query
- Location and direction of travel of the pursuit should be continuously updated and echoed by the radio operator.
- **Moving incidents, such as pursuits, will remain on the Talk Group they started on, unless requested by IC or direction of the DES that they be switched. (ex. Springs pursuit goes into Brecknock)
- The IC shall, as soon as reasonably possible after the pursuit reaches a culmination or stabilizes to a long term incident, request that Air Priority be lifted and have the incident moved to an Operations TG or Tactical Channel if required.

SLIDE 51 - Section 4 sheriff warrant service notification

SLIDE 52 - Section 4 – Financial Institute hold up alarm

•This process shall be utilized only for receipt of hold up alarms.

- If an improper response is received, no response is received, or party demonstrates anything other than 100% awareness of the proper response:
    - Presumed that a hold-up is taking place.
    - LEOs notified that an improper response was received.

•In the event that the report is from a financial institution self-monitoring center, and the center has already confirmed a robbery has taken place, this process will not be implemented and the call will be typed as a ROBBERY

SLIDE 53 - Section 5 – County EMS TGs

•QRS and med assist units will respond and keep status on the EMS hailing TG.
•Proper status keeping: responding, on location, at rendezvous, patient contact established, enroute to hospital, at hospital, available, clear bust busy (provide reason for busy)

SLIDE 54 - Section 5- County EMS TGs
•Operations TG are coordinated or approved by DES radio operator.
•Patches are no longer coordinated through DES.
•Pottstown BLSpatch and SJMC and RH patch2's are not currently functional // also not in LEO radios
•BLS reporting TG's must be monitored prior to initiating conversation with the hospital to assure it is clear of other system users.
•ALS Hail is used the same way MED 4 is used. MedCom will then direct the ems unit to an ALS patch TG with the established hospital patch.

SLIDE 55 - Section 5 – County EMS TGs
•This TG is used the way 160 was used on the conventional system

SLIDE 56 - Section 5 – Reading EMS TGs
EMS Dispatch talk group
• Reading fire units dispatched as a first responder will utilize RdgEMSOps1 for status keeping.

SLIDE 57 – Section 6 – County Fire TGs
•County fire and EMS is simulcast on both north and south sites.
•Hailing talk groups are for normal communications during fire responses when any fire system user is dispatched.
•Normal communications and status keeping. Ex responding, on loc, assuming command, available, clear but busy.
•Responding units shall consist of apparatus and officers (when not responding on apparatus) having primary jurisdiction.
•On location – apparatus and first arriving officer on location and establishes command. Mutual aid officers will not maintain status with DES unless they are the first to arrive ON LOCATION AND ESTABLISH COMMAND.
•Fire police will not maintain status with DES when other units from their agency have been dispatched. (SF dispatch = fire police will not keep status with DES)
•All Fire Hailing TG's are recorded and continuously monitored by DES radio operators.
•Hailing TGs must be monitored by County fire agencies.

*EMS system users responding on fire calls (fire scene standby, carbon monoxide and hazmat calls, all MVA's, rescues, etc. will use the fire hailing talk group.

SLIDE 58 – MAP - Appendix A
- Fire Hailing TG's are divided into two groups by municipality. There are a very small number of FD's that have primary jurisdiction in both established Fire Communications Zones.
- Map located in Appendix A of manual

SLIDE 59 – SECTION 6- County Fire TGs
Also lists the available channels and their coverage sites (north or south)
Berks Fire Ops 1 through 6 shall be coordinated through DES
The following can be used for training but individuals must be in the N or S sites to utilize these TG and these TGs need not be coordinated through DES:
BrksFirTrgN1
BrksFirTrgN2
BrksFirTrgS1
BrksFirTrgS2
Fire Training Center TGs: **
BrksFTCTrg1
BrksFTCTrg2
Fire Training Center Administration**
BrksFTCAdmin
**These are used for any training operations at the fire training site. Use of these TGs must be coordinated through the training site staff

SLIDE 60 – SECTION 6 – County Fire TGs
Fire Administrative Talk Groups
BrksFireAdmN
BrksFireAdmS

SLIDE 61 - Section 6- County Fire Police TGs
- Dispatch same as county fire and ems on the receive only TG
- Limited status keeping refers to: responding, on location, available, all fire police cleared **(OIC only)**
- OIC hails DES unless there is an emergency – immediate need for police or ems
FP Ops S1
FP Ops S2
FP Ops N1
FP Ops N2

Slide 62 & 63 - Section 6 – Reading Fire TGs
EMS units dispatched on fire related calls shall utilize RdgFireOps1 for status keeping.
Slide 64 – Questions?