

Subject: Subject: Emergency Alert and Emergency Call

Date Issued or Revised: August 28, 2008

Date Review:

1.1.3 Emergency Alert and Emergency Call

I. Subject and Purpose

The MPSCS supports the emergency feature that is available as an option in the MPSCS subscriber radios. For clarity, this feature will be referred to as the “Emergency Mode” option.

II. Procedures and Guidelines

A. Emergency Mode

1. Utilizing the Emergency Mode allows a subscriber to send an Emergency Alert to a predetermined system connected dispatch center on a specified talkgroup and/or a properly configured Radio Control Manager (RCM) terminal. In order to utilize the Emergency Mode, the requesting member agency must have the ability to monitor the incoming Emergency Alert or an agreement with another agency that has this ability. The monitoring responsibility must be prearranged prior to implementing this option. This assures a proper emergency response as well as facilitates acknowledgment and management of the alarm condition. The MPSCS Network Communications Center (NCC) observes all Emergency Alerts on their diagnostic terminals but is not liable to respond to such emergencies.
2. A subscriber radio configured with the Emergency Mode option can enable this option by pressing the emergency button. This immediately sends an Emergency Alert message into the system on the control channel. To begin an Emergency Call, the radio user must press the radio’s push-to-talk (PTT) button while in Emergency Mode. An Emergency Call is placed at the highest system priority level to gain access to the next available channel resource. The radio system will assign a voice channel dedicated to the emergency caller’s talkgroup for an extended period of time. As with other call types, Emergency Calls can operate across sites and zones as well as within the same site. All other sites needed to handle this emergency are ruthlessly preempted.
3. If no voice channels are available at the time of an Emergency Call, the system will place the Emergency Call at “top of queue” and will acquire

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the next available voice channel at the initiating site. Queuing of calls only occurs when all voice channels are busy at a site. During times of queuing, calls are assigned a priority. Priority level 1 is reserved for system Emergency Calls. Priority level 1 is the highest level and level 10 is the lowest for queue of radios.

B. Emergency Mode Configuration

A radio programmed to use the Emergency Mode must be programmed to use the Tactical Emergency Mode, Revert Emergency Mode of operation or a combination of both. This function is identified in the template within the talkgroup definition

1. Tactical Mode of Operation

The radio will remain on the currently selected talkgroup of the radio when the emergency button is pressed. After pressing the emergency button and pressing the radio's PTT, an Emergency Call will be established on the current talkgroup. The other members on the talkgroup will observe a flashing EMER message on their radio display. The Emergency Call will be conducted on the selected talkgroup.

2. Revert mode of operation

The radio will automatically switch (revert) to a talkgroup pre-defined in the radio template. After pressing the emergency button and pressing the radio's PTT, an Emergency Call will be established on the identified revert talkgroup. While in the Revert mode of operation, only members on the reverted talkgroup will see the EMER message on their radio display. The Emergency Call will be conducted on the revert talkgroup and not on the talkgroup as selected by the knob of the radio.

C. Emergency Alert Monitoring Options

1. A member may elect to install the necessary software, hardware and interconnections to provide a system level RCM. This will permit the member to receive an Emergency Alert on talkgroups associated to the member's RCM login.

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- a. The RCM can operate on a standalone system connected terminal or integrated into a console directly connected to the MPSCS.
 - b. The member must identify the talkgroups they wish to monitor on the RCM for Emergency Alert.
 - c. The RCM profile must include as a minimum the proprietary talkgroups that are used by the member.
 - d. The member may program their radios to use the Tactical, Revert or both modes of operation within the radio.
 - e. The RCM must remain logged in at all times to ensure reception of an Emergency Alert.
 - f. An Emergency Alert will be received at the RCM as soon as the emergency button is pressed on the radio and prior to the PTT of the initiating radio.
 - g. An RCM license may be required in each zone where a member plans to utilize the emergency alert function.
 - h. The member will be responsible for acknowledging and deleting the alarms in the RCM.
 - i. The member must contact the NCC within 2 minutes to acknowledge the reception of the Emergency Alert.
2. A member may elect to install an MPSCS connected Dispatch console to receive Emergency Alerts.
- a. The member's Emergency Alert talkgroup(s) must be present in the console's open configuration file.
 - b. The console must remain logged in at all times to ensure reception of the Emergency Alert.
 - c. If the console is logged out or Emergency Alert talkgroup(s) deleted from the active configuration file, an Emergency Alert will not be indicated on the console.
 - d. An Emergency Alert will be observed at the Dispatch console as soon as the emergency button is pressed on the radio and prior to the PTT of the initiating radio.
 - e. The Emergency Alert will automatically cross zone boundaries.
 - f. The member may program their radios to use the Tactical or Revert function within the radio.
 - g. When a member elects to use the Revert mode, the talkgroup(s) selected for reverting is required to be monitored at all times by a system console.

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- h. There is a limitation on the number of talkgroups a console can monitor within the console's open configuration file.
 - i. The member must contact the NCC within 2 minutes to acknowledge the reception of the Emergency Alert.
 - j. The NCC will be responsible for final cancellation of the alarm in the RCM.
3. A member may negotiate an agreement with another agency to monitor and respond to their emergency alerts.
 - a. The agency responsible to monitor and respond must provide the MPSCS with a written Memorandum of Understanding (MOU), signed by the appropriate appointed authority.
 - b. The MOU should outline the specific talkgroups that they have agreed to monitor for the member.
 - c. The agency responsible must have the functionality to support this agreement by means of an RCM or MPSCS connected Dispatch console.
4. A member can request an Event Talkgroups located primarily in Zones G, H and I.
 - a. The Michigan State Police, East Lansing Operations (ELOP) shall monitor and respond to all Emergency Alerts activated on any Event talkgroup.
 - b. An event talkgroup can be activated by contacting the NCC at (888) 554-4622.
 - c. NCC will fax the Event Request form to ELOP whenever an event talkgroup is requested. The form should contain the requestor's contact information and the associated 24 hours Emergency response Center contact information should an emergency occur.
 - d. ELOP personnel shall follow the MSP procedures for responding to an Emergency Alert.
 - e. ELOP shall notify the NCC within 2 minutes to acknowledge the reception of the Emergency Alert.

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III. Responsible Party

- A. Contact for Questions
NCC Manager

- B. Contact Information
Phone: (517) 333-5002
Fax: (517) 333-6222
E-mail: MPSCS-NCC@michigan.gov

IV. Applicable Forms
MPSCS Event Request Form

V. Termination or Review Responsibility
MPSCS Director

VI. Available Links
http://www.michigan.gov/documents/Public_Forms_Index_159235_7.html
<http://www.michigan.gov/mpscs>
http://www.michigan.gov/documents/mpscs/EventRequestForm_234381_7.pdf