



Oakland County Wireless Integrated Network



Oakland County Wireless Integrated Network

User's Guide PSAP



Oakland County Wireless Integrated Network

CHAPTER 1

Public Safety Answering Points

The purpose of this section is to provide a guideline to PSAPs (Public Safety Answering Points) using the OakWIN (Oakland County Wireless Integrated Network) 800 MHz system. PSAPs will have a direct communication link with other PSAPs across Oakland County for the purpose of timely dissemination of information and for facilitating direct communication between field personnel.

1.1 ALLDISP (All Dispatch)

- A. The ALLDISP (All Dispatch Centers) talk group is a talk group shared by all dispatch centers in OakWIN for the purpose of an immediate communication path between dispatch centers. PSAPs will use this talk group to communicate with all other PSAPs in the County. ALLDISP must be monitored by every OakWIN dispatch center at all times.
- B. In addition to dispatch consoles, ALLDISP is available in all police and fire mobile and portable radios. Mobile and portable radio users will use this talk group to communicate with all PSAPs other than their primary dispatch center.
- C. ALLDISP should be used by dispatch centers to announce to other agencies major crimes against persons that have just occurred, BOLs (Be on the Lookout), and other critical information requiring timely dissemination.
- D. Examples of such incidents include but are not limited to:
 - 1. Shooting
 - 2. Aggravated assault
 - 3. Robbery
 - 4. Arson
 - 5. Kidnapping
 - 6. Assault on a firefighter or police officer
 - 7. Amber alert

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8. Officer safety information
 9. In progress vehicle or foot pursuit
 10. In progress OWI
 11. Incidents on borders needing police and/or fire response
- E. PSAPs should use ALLDISP to coordinate assistance between agencies.
- F. For uniformity, dispatch personnel using the ALLDISP talk group will use a “called party first” format. For instance, if Troy Dispatch is calling Bloomfield Township dispatch, the proper format is “Bloomfield Township from Troy on ALLDISPATCH.” Troy should then wait for a response from Bloomfield Township before proceeding with a message.
- G. In the interest of uniformity and simplicity, PSAPs should use plain language while communicating with other agencies. Due to wide variations between agencies, internal codes (such as 10 codes) are discouraged.
- H. Dispatch centers should relay information received over the ALLDISP talk group to their respective police or fire units using their primary (or secondary) dispatch talk groups.
- I. Dispatch centers shall use ALLDISP to announce the use of shared talk groups such as CW_POL1 through CW_POL4, CW_FD1 through CW_FD4, or regional talk groups such as SE_POL1.
- J. Dispatchers needing a shared talk group shall monitor the talk group briefly to determine its availability and/or broadcast on the talk group, asking if any other agency is currently using it.



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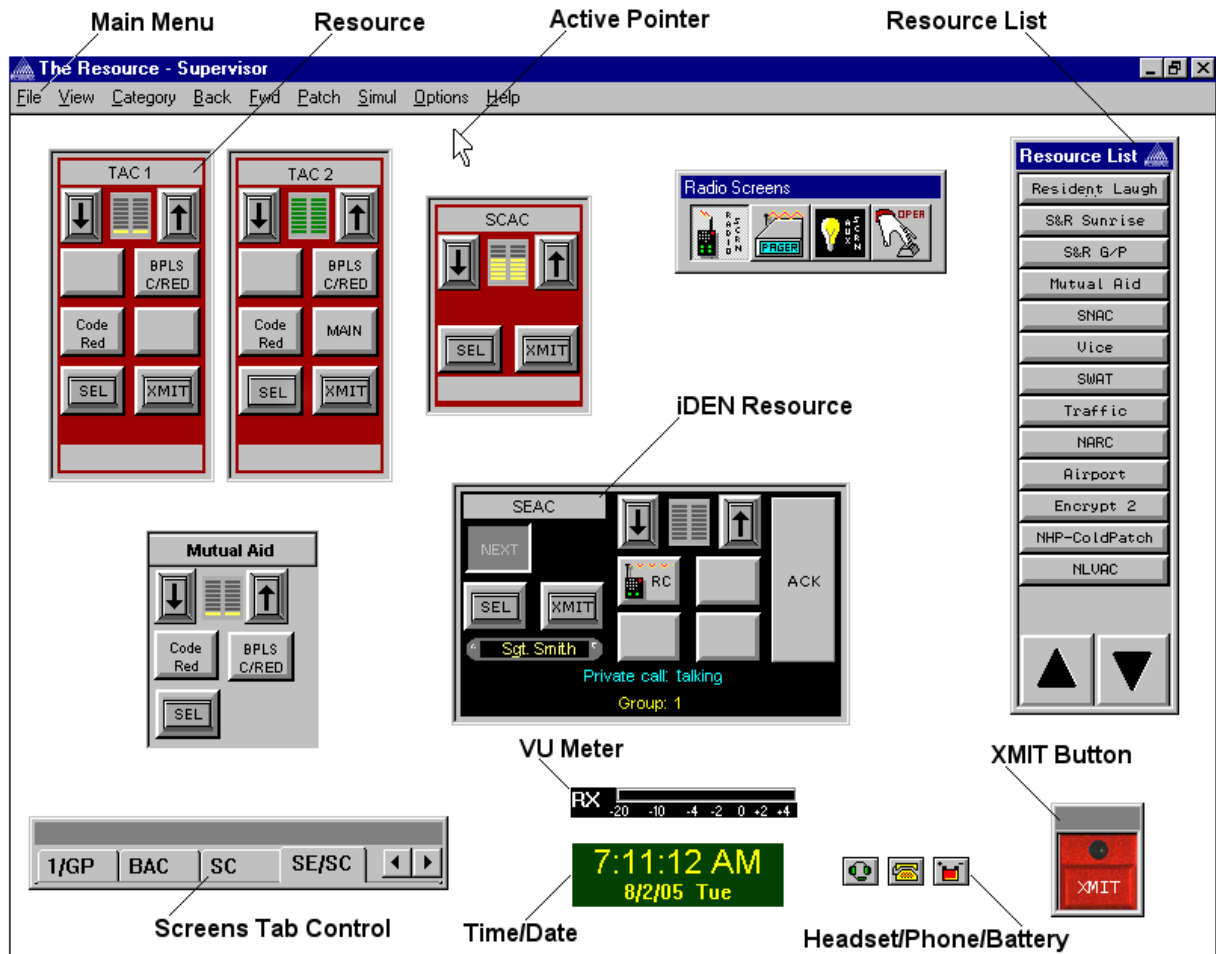


Figure 1-1 shows a sample IPC console screen with primary and secondary talk groups, and a resource list of additional talk groups. The appearance of the resource screen will be customized at each OakWIN PSAP.

2.1 Monitoring of Talk Groups

- 2.2 Each PSAP is responsible for monitoring their primary and secondary police and fire dispatch talk groups, the ALL DISPATCH (ALLDISP) talk group, the MABAS talk group, the State Police 63P911 talk group, and their agency police and fire emergency talk groups at all times.

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- 2.3 PSAPs shall monitor shared talk groups and tactical talk groups actively in use by their agency for critical incidents or mutual aid situations. PSAPs immediately adjacent to Warren (i.e., Hazel Park, Madison Heights, and Troy) should also monitor the WARN1 talk group.
- 2.4 PSAPs may monitor other agencies' primary talk groups at any time. Broadcasting on another agency's primary talk group is discouraged unless there exists a prior mutual agreement between the agencies granting transmit privileges.

3 Talk Group Identification

- 3.1 OakWIN talk groups have been assigned names or abbreviations that appear on the radio display. The talk group identification is limited to seven characters including spaces. A space is indicated with an underscore (_). Each talk group is prefixed with letters identifying the agency name, the region, or indicating a countywide talk group. For instructional purposes, the letters XX will be used to indicate the letters used for the agency name. In real application, the XX will be replaced with the agency's actual two-letter code.

4 Radio Identification

- 4.1 Each mobile and/or portable radio is programmed with an identifier that will display on the console in the PSAP when the radio transmits. The display will generally follow a format that enables the PSAP to identify the calling party. The display generally follows this format:
 - 4.1.1 Two-letter agency code, underscore for police, "F" for fire, unit ID, radio type identifier (P, A, B, C, etc. for portable or mobile)
 - 4.1.1.1 TR_928M (Troy Police vehicle 928 mobile radio)
 - 4.1.1.2 TRF801P (Troy Fire unit 801 portable)
 - 4.1.1.3 TR_226P (Troy Police badge 226 portable)
 - 4.1.1.4 TRF_E11B (second portable on Troy Engine 11)

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4.1.2 Dispatch console identification follows a similar format for identification between PSAPs. For example:

4.1.2.1 BT_DSP2 (Bloomfield Township dispatch console 2)

4.2 When a user from your agency calls dispatch, the console display will identify the user's radio, beginning with your agency's two-letter code. For example, a radio identifier beginning with "BT" is a Bloomfield Township radio. Additionally, the identifier may indicate who within your agency is calling and whether the radio is a mobile or portable. The format is described above.

4.3 It takes approximately two or three seconds for the dispatch console ID to appear on portable and mobile radios.

5 Communicating Within Your Agency

5.1 Regular communication on non-shared talk groups may follow the abbreviated protocol methods of identifying units and agencies per your agency policy.

5.2 The talk groups XX_POL1 and XXF_FD1 (agency code, primary police or fire talk group) are designated for routine dispatch radio traffic within an agency. The secondary police or fire talk groups within an agency may be used for routine traffic, LEIN, or as determined by the agency.

6 Communicating With Another Agency

6.1 When calling another agency on ALLDISPATCH, units should identify themselves using their agency name. For example, "Madison Heights dispatch from Troy Adam 25 on ALLDISPATCH" or "Oakland County dispatch from Waterford 10 on ALLDISPATCH". Using agency name prevents confusion when both agencies share similar unit numbers. "Called party first" format is the accepted standard.

6.2 In the interest of uniformity and simplicity, radio users should use plain language while communicating with other agencies. Due to wide variations between agencies, internal codes (such as 10 codes) are discouraged.



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- 6.3 Radio users should begin communication with another agency by calling their dispatch center on ALLDISP. Users should avoid calling another agency on their primary dispatch talk group unless they are reporting a life-threatening emergency or there is a prior mutual agreement by the agencies granting such transmit privileges.
- 6.4 The format for one dispatch center calling another is “Novi Dispatch from West Bloomfield Dispatch on ALLDISPATCH”.
- 6.5 The format for a radio user from one agency calling a radio user from another agency on a shared talk group is “Clawson Engine 16 from Troy Ladder 1”.
- 6.6 The OpenSky system is also capable of interoperability with radio systems from different manufacturers using a Harris Corporation product known as Network First. Using Network First, OpenSky users may utilize specific talk groups for interoperability with three other radio systems: the City of Southfield, the City of Warren, and the Michigan Public Safety Communications System (MPSCS). The MPSCS is the radio system used by the Michigan State Police, other state agencies, and either directly or by interface several adjacent counties: Genesee, Lapeer, Livingston, Macomb, and the City of Detroit.

7 Requesting Assistance from Another Agency

- 7.1 An agency may request assistance from another agency via the ALLDISP talk group.
- 7.2 The requesting agency may then use one of two methods for creating a direct communication path for the field units:
 - 7.2.1 Move all traffic to an alternate talk group by announcing on the agency’s primary talk group and ALLDISP that responding units should switch to a shared talk group, such as the MABAS talk group (Fire), SE-OP1 (Police), or CW_POL1 (Police and Fire).
 - 7.2.2 Patch (see Patch Function section of this policy) the agency’s primary talk group to a shared talk group, such as CW_POL1 or SE_OP1. This option is appropriate for critical incidents such as a multi-jurisdictional pursuit when officers involved would have difficulty switching to an alternate talk

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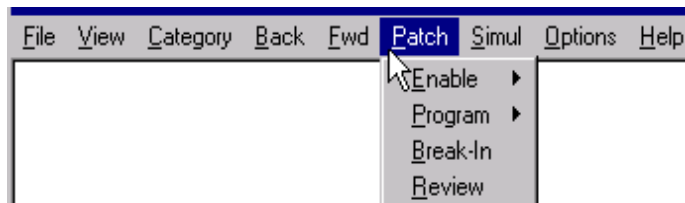
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group. In this case, the officer stays on his primary talk group and is able to communicate with officers from other agencies responding to assist.

8 Patch Function

- 8.1 PSAPs may use the Patch function to patch together any two talk groups requiring an immediate communication path, such as for a multi-jurisdictional pursuit, a crime that just occurred involving two or more agencies, or a fire mutual aid situation.
- 8.2 The purpose of patching talk groups within OakWIN is to create a talk path for two or more distinct groups with a temporary need to communicate. Patching for purposes outside of legitimate operational needs is prohibited. Dispatch is responsible for defining the best method of creating the talk path, either by the use of a shared talk group, a patch, or a combination of the two.
- 8.3 After briefly monitoring a shared talk group for availability, dispatch personnel should announce a patch on ALLDISP and the shared talk group immediately after completing the patch. Suggested format for announcing a patch: "Area PSAPs from Troy Dispatch, pursuit in progress, (announce location and direction), patching our main to countywide police 2 (CW_POL2). Units responding from Bloomfield Township, switch to CW_POL2." Other agencies will be able to patch to the shared talk group as well, or have their units switch to the shared talk group.
- 8.4 Patch Function Procedure

8.4.1 Figure 3-2 Patch Menu



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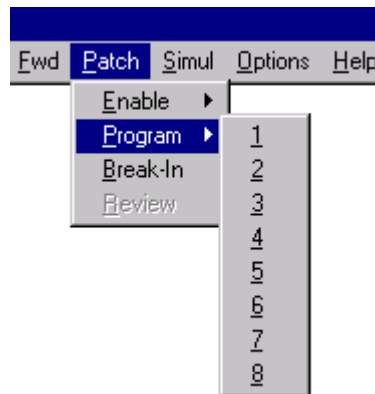
8.4.1.1 Click on the Patch Menu Heading to reveal the pull-down list of available menu items.

8.4.1.2 The Patch Menu Heading is used to program and enable patches. When activated, a programmed patch allows remote units on one channel to talk to remote units on another channel without operator intervention. The Break-In feature permits the position to talk to all radio resources included in the patch simultaneously. To activate a patch between radio resources, refer to the *Program a Patch* and *Enable a Programmed Patch* sections.

8.4.1.3 The Patch Panel operates similarly to the Patch Menu. See also the *Patch Panel* section for more patching information.

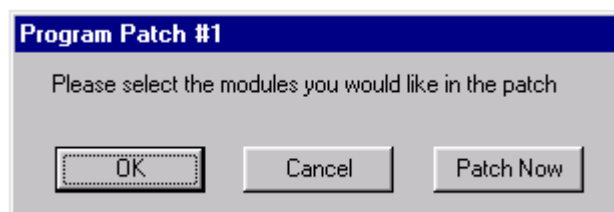
8.4.2 Program a Patch

8.4.2.1 Click on the Program Menu Item to reveal the eight (1 – 8)



programmable patch memories available. All eight patch memories may be programmed at any given time.

8.4.2.2 Click Program under the Patch Menu Heading and select a patch memory number (1 – 8). A pop-up programming window appears.

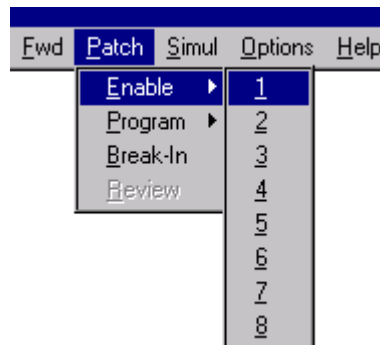




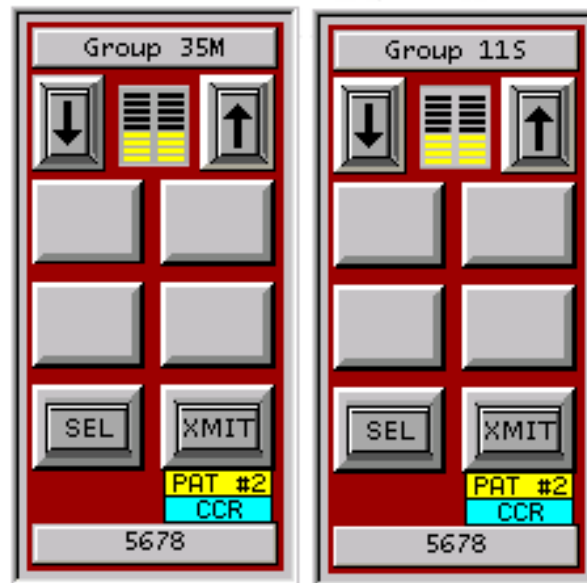
- 8.4.2.3 Select the radio resources to include in the patch. A yellow border outlines the resources chosen. If you accidentally select a resource, click the resource again to deselect it and the yellow border will disappear.
- 8.4.2.4 Click OK in the pop-up programming window to memorize the patch. The yellow border on the selected resources disappears at this point. The patch is stored in memory, but not enabled. (Clicking Patch Now in the pop-up programming window stores and enables the patch. Refer to the *Enable a Programmed Patch* section for more information.) The programmed patch stays in memory until programming a different patch on the same patch number overwrites it.
- 8.4.2.5 Click Cancel in the pop-up programming window to discontinue the process.
- 8.4.2.6 Each Operator Position has eight patch memory numbers independent from other Positions in the system.

8.4.3 Enable a Programmed Patch

- 8.4.3.1 Click on the Enable Menu Item to reveal the eight (1 – 8) patch numbers available. All eight patch options may be enabled at any given time. However, the patch number must be programmed before enabling. See the *Program a Patch* section.
- 8.4.3.2 Click Enable under the Patch Menu Heading and select a patch number (1 – 8). A ✓ appears next to the enabled patch number to indicate that the patch is in use. Also, the enabled patch number is grayed out from the Program list under the Patch Menu to prohibit programming an enabled patch.



- 8.4.3.3 Upon enabling the patch, a “CCR” (Cross-Channel Repeat) indicator appears on the resources included in the patch at all Positions in the system. Also, a PAT # indicator appears on the resources included in the patch at the Position initiating the patch.



- 8.4.3.4 A second method for enabling a programmed patch is via the Program menu item under the Patch Menu Heading:
- 8.4.3.5 Select the patch memory number (1 – 8). A pop-up programming window appears.
- 8.4.3.6 Select the resources to include in the patch. A yellow border outlines the resources chosen.
- 8.4.3.7 Click Patch Now in the pop-up programming window to both store and enable the patch.

8.4.4 Disable a Patch

- 8.4.4.1 Click Enable under the Patch Menu Heading and deselect the patch number (1 – 8) to disable. The ✓ next to the patch number

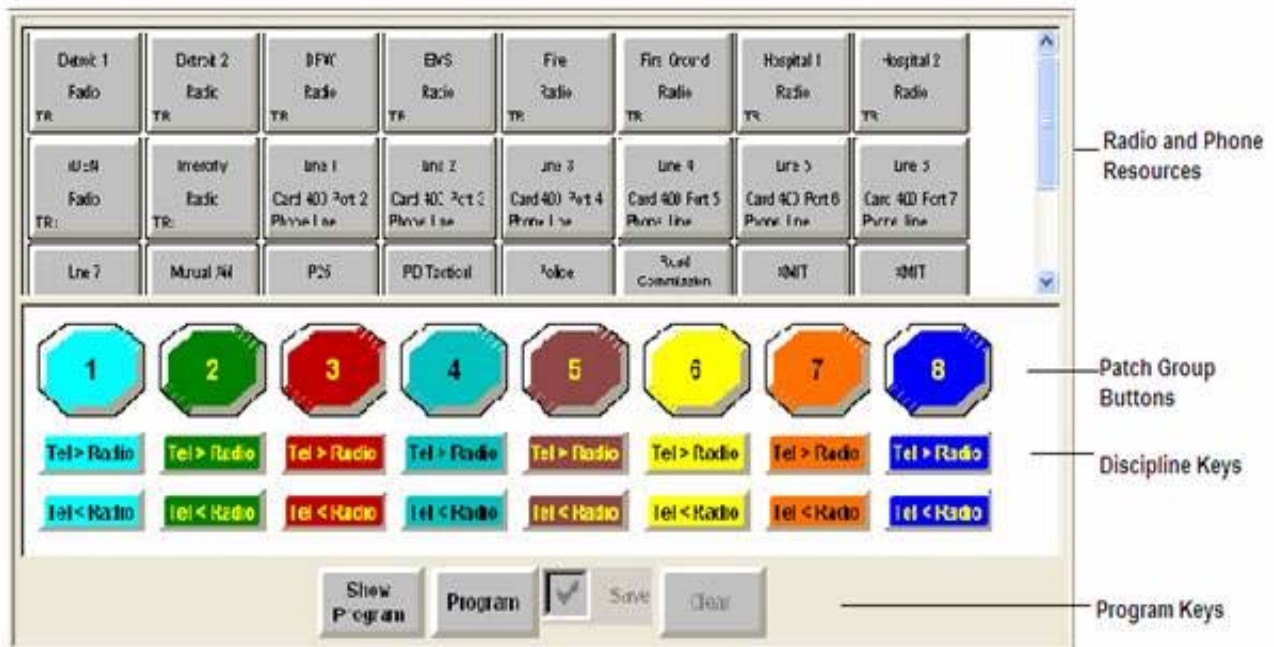


disappears. Also, the enabled patch number is no longer grayed out from the Program list under the Patch Menu.

- 8.4.4.2 Upon disabling a patch, the “CCR” (Cross-Channel Repeat) indicator disappears on the resources included in the patch at all positions in the system. Also, the PAT # indicator disappears on the resources included in the patch at the position disabling the patch.

8.4.5 Using the Patch Panel

- 8.4.5.1 The Patch Panel provides easy access to all patchable resources available in the system. From the Patch Panel, users can create, enable, and modify a patch. The Patch Panel contains eight Patch Groups and users can assign a different color to each group.



- 8.4.5.2 When activated, a programmed patch allows remote units on one talk group to talk to remote units on another talk group without operator intervention. The Break-in feature permits the Operator Position to talk to all radio resources included in the Patch Group simultaneously. The Patch Panel functions similarly to the Patch Menu. Refer to the *Patch Menu* section for further information.



8.4.6 Program a Patch

- 8.4.6.1 Click on the Program button and one of the eight Patch Group keys. All eight Patch Group keys can be programmed at any given time. The Program button and Patch Group key flash while in Programming Mode. Select the resources in the Patch Panel from the Resource List, or the resource itself to be included in the Patch Group. Once programmed, the resource buttons appear in the same shade, only lighter, as the Patch Group key. If you accidentally select a resource, click the resource again to delete it from the Patch Group.
- 8.4.6.2 Click the Program button when you are done programming a Patch Group. The Program button and the Patch Group key discontinue flashing. The Patch is stored in memory, but not enabled. The programmed patch stays in memory until programming a different patch on the Patch Group key overwrites it.
- 8.4.6.3 Each Operator Position has eight patch memory numbers independent from other positions in the system.

8.4.7 Enable a Programmed Patch

- 8.4.7.1 Click one of the eight pre-programmed Patch Group keys. All eight patch options may be enabled at any given time. However, the patch number must be programmed before enabling. Once enabled, the resource buttons in the Patch Panel appear sunken and in the same shade, only darker, as the Patch Group key.
- 8.4.7.2 Upon enabling the patch, a “CCR” (Cross-Channel Repeat) indicator appears on the resources included in the patch at all positions in the dispatch center. Also a PAT # indicator appears on the resources included in the patch at the position initiating the patch. These items also appear on the resource in the Patch Panel.
- 8.4.7.3 *NOTE: You cannot include talk groups being used in a patch already enabled.*
- 8.4.7.4 *NOTE: If the system does not detect activity on talk groups involved in an enabled patch after a period of time (programmable from 0-225 seconds in the system Port Interface Controller), a pop-up message appears as shown below:*

NO RECENT ACTIVITY- PATCH #3



- 8.4.7.5 Click OK in the pop-up message window to remove the message.
- 8.4.7.6 Unlike the Patch Menu, when using the Patch Panel, you are able to change programming while a patch is enabled. Follow the instructions under the *Program a Patch* section. Delete a resource included in a Patch Group by clicking on it.

8.4.8 Disable a Patch

- 8.4.8.1 Click an enabled Patch Group key.
- 8.4.8.2 Upon disabling a patch, the CCR (Cross-Channel Repeat) indicator disappears on the resources included in the patch at all positions in the dispatch center. Also, the PAT # indicator disappears on the resources included in the patch at the position disabling the patch.

8.4.9 Patch Break-In

- 8.4.9.1 Break-in allows the operator to talk to all participants in a patch simultaneously.
- 8.4.9.2 Right click on a Patch Group key to Break-in and transmit on all resources involved in the Patch Group simultaneously.
- 8.4.9.3 As an alternative to a patch, units may be directed to an alternate shared talk group. For example police units could utilize SE_OP1 (southeast police 1) or CW_POL1 (countywide police 1) to communicate directly. Fire units could be instructed to switch to a fire shared talk group such as CWF_FD2 or the MABAS talk group.
- 8.4.9.4 Circumstances shall dictate the best alternative for the situation. Factors to consider in choosing the proper course of action may include: the radio user's ability to switch to an alternate talk group (is the officer/firefighter involved in a critical incident?), the priority of the incident, or competing traffic on the talk group. In general, lower priority traffic should be reassigned to an alternate talk group.



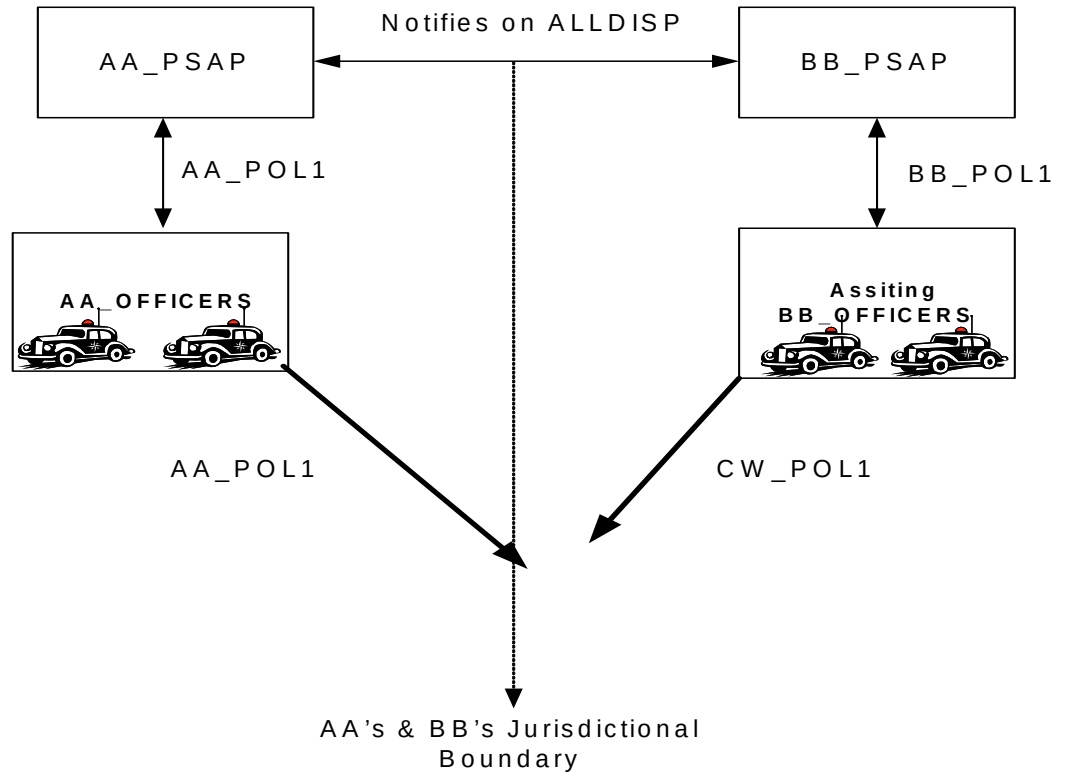
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9 Multi-Jurisdictional Vehicle Pursuits

- 9.1 Officers directly involved in a pursuit should not be required to change talk groups.
- 9.2 For the purpose of this illustration, CW_POL1 will be used to represent a shared talk group. The actual shared talk group could be CW_POL2, CW_POL3, CW_POL 4, or a regional shared talk group.
- 9.3 In the case of a multi-jurisdictional pursuit, the officer's primary talk group may be patched to a shared talk group, such as CW_POL 1.
- 9.4 Dispatch personnel may request assistance from another jurisdiction over ALLDISP, complete the patch, announce use of CW_POL1, and instruct the assisting jurisdiction to have their assigned units switch to that talk group.
- 9.5 Dispatch personnel should complete the patch between their primary talk group and CW_POL1 then continue coordination for the duration of the pursuit or until the pursuit is terminated by the primary agency or transferred to another police agency.
- 9.6 In the case of termination of a pursuit by the originating agency, the agency continuing the pursuit may consider patching their primary talk group to CW_POL1. This second agency then becomes the primary agency for the pursuit. Multiple agencies can patch to the same shared talk group.
- 9.7 Upon completion of the pursuit, the primary agency shall announce the availability of CW_POL1 talk group over ALLDISP.



9.8 POLICE – Multi Agency Pursuit



9.8.1 The pursuit AA_Officers are engaged in are heading towards the jurisdictional boundaries and are requesting assistance from a neighboring jurisdiction. AA_PSAP contacts agency BB_PSAP on ALLDISP and requests assistance. AA_PSAP then advises BB_PSAP to have responding officers switch to a CW_POL1 or any other CW police talk group that is not being used. AA_PSAP patches AA_POL1 to CW_POL1 and all officers now have interoperability and both PSAPs can monitor. For smaller agencies or for serious crimes that have been agreed to previously, a patch can be made between both AA_POL1 and BB_POL2.



10 Simulselect

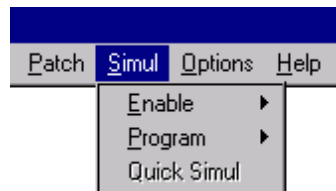
10.1 Simulselect may be used to broadcast on two or more talk groups simultaneously by selecting multiple talk groups. For example, PSAPs may use this function to simulselect their primary and secondary dispatch talk groups, or their primary talk group and a shared talk group such as CW_POL2 (countywide police 2) or CWF_FD1 (countywide fire ops1). The Simulselect procedure is shown in Figure 3-3.

10.2 Simulselect Procedure

10.2.1 Figure 3-3 Simulselect - Simul Menu

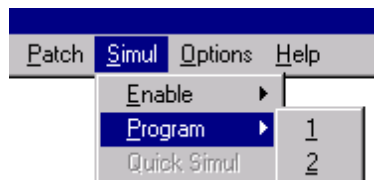
10.2.1.1 The Simul Menu Heading is used to program and enable a Simulcast. When activated, a programmed simulcast allows you to select several radio resources and transmit on all of them simultaneously. To activate a Simulcast, refer to the *Program a Simulcast* and *Enable a Programmed Simulcast* sections.

10.2.1.2 Click on the Simul (Simulcast) Menu Heading to reveal the pull-down list of available menu items.



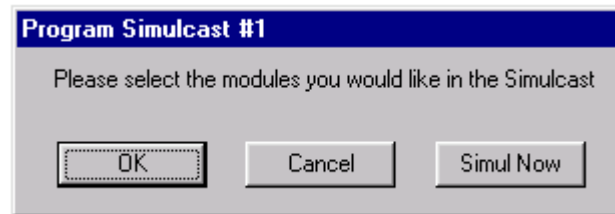
10.2.2 Program a Simulcast

10.2.2.1 Click on the Program Menu Item to reveal the two (1 – 2) programmable simulcast memories available. Both simulcast memories may be programmed at any given time.





- 10.2.2.2 Click Program under the Simul Menu Heading and select a simulcast memory number (1 – 2). A pop-up programming window appears.



- 10.2.2.3 Select the radio resources to include in the simulcast. A green border outlines the resources chosen. Radio resources in the Resource List can be included in the selected resources. If you accidentally select a radio resource, click the resource again to deselect it. The green border disappears.
- 10.2.2.4 Click OK in the pop-up programming window to memorize the simulcast. The simulcast is stored in memory, but not enabled. The programmed simulcast stays in memory until programming a different simulcast on the simulcast number overwrites it.
- 10.2.2.5 Click Cancel in the pop-up programming window to discontinue the process.
- 10.2.2.6 Each position has two simulcast memory numbers independent from other positions in the system.

10.2.3 Enable a Programmed Simulcast

- 10.2.3.1 Click on the Enable menu item to reveal the two (1 – 2) simulcast numbers available. **Only one simulcast option may be enabled at any given time.** The simulcast number must be programmed before enabling. See the *Program a Simulcast* section.
- 10.2.3.2 Click Enable under the Simul Menu Heading and select a simulcast number (1 – 2). A ✓ appears next to the enabled simulcast number to indicate that the simulcast is in use. Also, the enabled simulcast number is grayed out from the Program list under the Simul Menu to prohibit programming an enabled simulcast.
- 10.2.3.3 Press the Transmit button to transmit on all of the radio resources included in the simulcast. All of the resources' borders turn red upon



transmitting. The resources' volume meters indicate full volume once the simulcast is enabled.

10.2.3.4 A second method for enabling a programmed simulcast is via the Program menu item under the Simul Menu Heading:

10.2.3.5 Select the Simul memory number (1 – 2). A pop-up programming window appears.

10.2.3.6 Select the radio resources to include in the simulcast. A green border highlights the resources chosen.

10.2.3.7 Click Simul Now in the pop-up programming window to enable the simulcast.

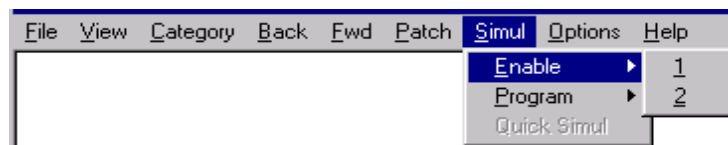
10.2.3.8 Press the Transmit button to transmit on all of the radio resources included in the simulcast. All of the resources' borders turn red upon transmitting. The resources' volume meters indicate full volume once the simulcast is enabled.

10.2.3.9 A third method for enabling a programmed simulcast is via the Operator Screen RCP:

10.2.3.10 Click the S1 or S2 button on the RCP keypad. The button turns green when activated.

10.2.3.11 Press the Transmit button to transmit on all of the radio resources included in the simulcast. All of the resources' borders turn red upon transmitting. The resources' volume meters indicate full volume once the simulcast is enabled.

10.2.3.12 All of the indicators described in the paragraphs above appear when enabling a simulcast via the Program menu item or the RCP.



10.2.4 Disable a Simulcast

10.2.4.1 Click Enable under the Simul Menu Heading and deselect the simulcast number (1 – 2) to disable. Or, click the S1 or S2 button on

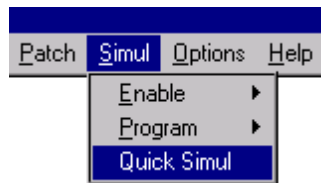


the RCP keypad again. The ✓ next to the simulcast number disappears. Also, the enabled simulcast number is no longer grayed out from the Program list under the Simul Menu.

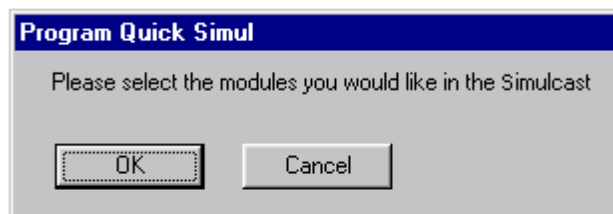
10.2.5 Quick Simul

10.2.5.1 *NOTE: You cannot do a Quick Simul when a programmed simulcast is enabled. If this is the case, this menu item is grayed out and unavailable. This feature must also be enabled at the PIC configuration via T5 Manager.*

10.2.5.2 Click on the Quick Simul under the Simul Menu Heading to set up a quick simulcast without first storing it in memory.



10.2.5.3 The pop-up Program Quick Simul window appears.



10.2.5.4 Select the radio resources to include in the simulcast. A green border outlines the resources chosen.

10.2.5.5 Click OK in the pop-up window to set up the simulcast.

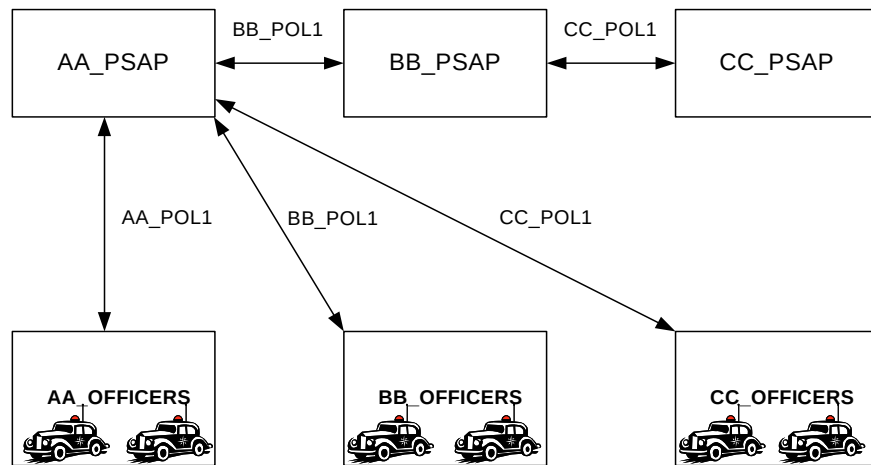
10.2.5.6 Click Cancel in the pop-up window to discontinue the process.



10.2.5.7 Setting up a new Quick Simul or enabling a programmed Simulcast overrides the active Quick Simul.

10.3 PSAPs shall not broadcast on another agency's primary talk group without prior consent and agreement between the two agencies. Any agency wishing to grant transmit privileges to another agency should set parameters in advance or consider sharing a primary talk group.

10.4 POLICE – B.O.L. Prior Approval/Simulselect

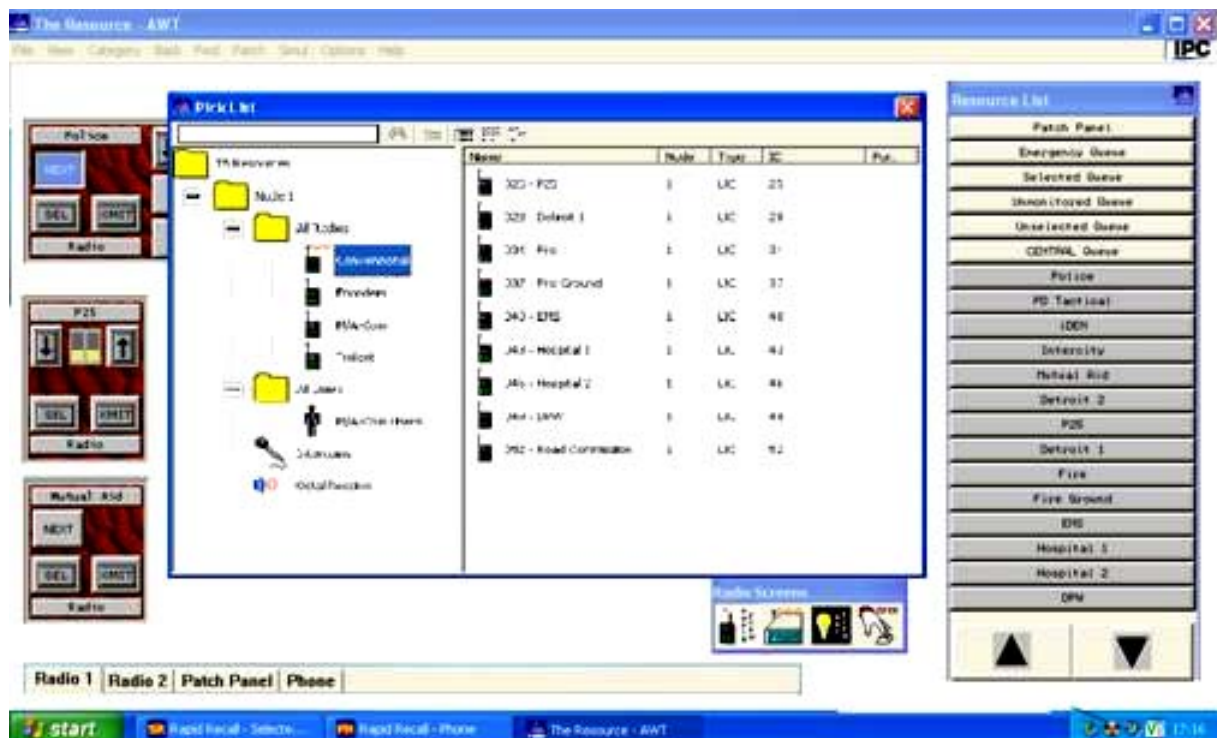


10.4.1 Department AA needs to get critical information out to the surrounding communities. AA_PSAP “SIMULSELECTS” those communities primary dispatch talk groups BB_POL1 and CC_POL1 and dispatches that information over their primary talk group. **This SIMULSELECT B.O.L should only be used for those incidents that require emergency notification and has been approved by those surrounding communities.**



11 Using the Pick List

- 11.1 The Pick List is a pop-up window in The Resource dispatch application that displays a list of system resources from various databases within the OpenSky System. The Pick List allows the dispatcher to quickly and easily create modules in The Resource for communication with these system resources.
- 11.2 The Pick List window has three main elements: The Navigation pane, the Details pane, and the Tool Bar.
- 11.2.1 The Navigation pane arranges various types of OpenSky resources into a tree structure.
- 11.2.2 The Details pane shows the individual system resources that make up the currently selected Navigation pane item.
- 11.2.3 The Tool Bar includes the find text field and Find button the Create Module Button and the View Option buttons.





- 11.3 A dispatcher may use the Pick List to temporarily import a resource to the position. For instance, a temporary module for a talk group that does not appear on the console or in the resource list may be brought in simply by double clicking on the choice in the Pick List. The module performs like permanent modules and may be used for transmit, select, patch, and simulcast. The dispatcher can dismiss the window when finished. The resource module will not be stored in the T5.

12 Area Broadcasts (*Be On the Lookout*)

- 12.1 PSAPs should broadcast BOLs for their agency over their primary talk group first. Area broadcasts suitable for wider dissemination may be announced over ALLDISP. PSAPs should announce their intent to Area Broadcast, then pause before proceeding with the message. For example, "Area Departments stand by for a BOL on an armed robbery in Farmington Hills." A brief pause should follow to allow other PSAPs to prepare for the information.

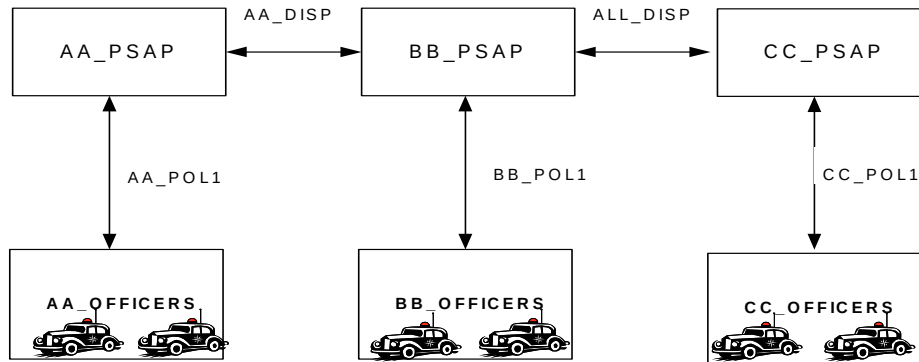
- 12.2 Examples of broadcast information appropriate for announcing on ALLDISP include but are not limited to:

- 12.2.1 Shooting
- 12.2.2 Aggravated assault
- 12.2.3 Robbery
- 12.2.4 Arson
- 12.2.5 Kidnapping
- 12.2.6 Assault on a police officer
- 12.2.7 Amber alert
- 12.2.8 Officer safety information
- 12.2.9 In-progress vehicle or foot pursuit
- 12.2.10 In-progress OWI
- 12.2.11 Hit and run accidents

- 12.3 BOLs may be broadcast over the agency's primary talk group and disseminated to area agencies over the ALLDISP talk group simultaneously by using the Simulselect function.



12.4 POLICE – BOL Using ALLDISP



12.4.1 Department AA needs to get critical information out to the surrounding communities. AA_PSAP sends out a quick message on ALLDISP that AA_PSAP will be transmitting a B.O.L. and what it is for. AA_PSAP “SIMULSELECTS” AA_POL1 and ALLDISP and sends out the information. Communities BB and CC can either monitor, copy down, and then if needed send out the B.O.L to their officers or patch if they wish ALLDISP with their primary dispatch talk groups BB_POL1 and CC_POL1 to get the information out. **This SIMULSELECT BOL should only be used for those incidents that require emergency notification.**



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13 *Monitoring Shared Talk Group Status*

- 13.1 Each dispatch center shall be responsible for maintaining a log to track busy shared talk groups. The primary agency using the talk group is responsible for announcing on ALLDISP when the talk group is being used and when it becomes clear and available.

14 *Emergency Signaling on Fire Radios*

- 14.1 The emergency function is active for declaring and receiving emergencies in fire mobile and portable radios.
- 14.2 In order to process and display emergency activations, each agency is provided with an emergency talk group. The firefighter's primary dispatch center will receive the emergency tones, regardless of the location of the firefighter.
- 14.3 Upon emergency button activation, the radio triggering the emergency signal will automatically default to the firefighter's emergency talk group. Dispatch and all portable radios in the agency will receive the audible tones. In dispatch, the emergency signal activates a repetitive tone and the identification display on the console flashes between the ID of the triggering radio and XXF_EMG. The microphone on the triggering radio will remain open for a period of 20 seconds. Immediately selecting the emergency talk group will send all traffic on the talk group to the Rapid Recall recording function on the console.
- 14.4 Any other operating radios from the same agency will have an alert tone sound for three seconds and the display will indicate EMGY. Any radio operator that immediately switches to the XXF_EMG (XX=the agency's two letter designator) talk group will display the unit ID and monitor the open microphone of the triggering radio for approximately 20 seconds.
- 14.5 The dispatch center may transmit to the triggering radio during the 20-second open microphone period and the triggering radio will receive the transmission. After the 20-second open microphone period, the triggering radio will remain in the XXF_EMG talk group until the emergency activation is cleared.



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15 Mayday

- 15.1 The term MAYDAY may be transmitted by a firefighter in trouble in lieu of or in addition to an emergency signal. The firefighter will repeat three times: “MAYDAY, MAYDAY, MAYDAY” after activating the emergency button or by using the push-to-talk switch on the portable or mobile radio.
- 15.2 Once the MAYDAY is acknowledged, the firefighter must transmit accurate information so the appropriate resources may be deployed to assist. The acronym LUNAR has been designated to assist fire personnel in providing the pertinent information. Dispatchers should be familiar with the LUNAR acronym and prompt the firefighter for information if necessary.

15.2.1 L – Location

- 15.2.1.1 The firefighter must provide his current or last-known location

15.2.2 U – Unit or Assignment

- 15.2.2.1 This refers to the unit the firefighter is assigned to at the incident or the group or division where the firefighter is assigned
- 15.2.2.2 This will help in determining his location if he is disoriented

15.2.3 N – Number

- 15.2.3.1 This refers to the firefighter’s badge number. This information identifies the firefighter to command and to the Rapid Intervention Team

15.2.4 A – Air Status

- 15.2.4.1 The firefighter shall advise his ACBA air supply status
- 15.2.4.2 This may be stated as “half a tank” or the gauge pressure in the tank such as “1500 PSI”
- 15.2.4.3 This information assists in evaluating the urgency of the situation

15.2.5 R – Resources Needed

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15.2.5.1 The firefighter shall indicate what equipment/tools will be required by the Rapid Intervention Team to effect the rescue

15.2.5.2 Examples:

15.2.5.2.1 “I’m pinned and need a power saw”

15.2.5.2.2 “I’m low on air and need additional SCBA tanks”

16 Dispatch Response

16.1 If any incidents are in progress, contact the incident commander, advise that an emergency signal has been activated or a MAYDAY declared, and provide the unit identification of the triggering radio and any information received over the open microphone.

16.2 Attempt to contact the triggering radio according to your agency policy and determine if there is an actual emergency condition.

17 Clearing Emergency Signals

17.1 The emergency activation may only be cleared by the agency dispatch center through the console or through the activating radio.

17.2 If the triggering radio user is aware of an accidental activation of the emergency function, they shall notify dispatch immediately and reset the activation through the activating radio.

17.3 Once the emergency is cleared, the user’s radio will automatically revert back to its previously selected talk group.

18 Emergency Signaling in Police Radios

18.1 Police mobile and portable radios are equipped with an emergency signal activated by a button on the unit. Activation of this signal by an officer automatically transfers the user from the selected talk group to the user’s agency emergency talk group, identified as XX_EMRG. (XX = the agency’s two-letter code). The triggering radio will remain on the emergency talk group until the emergency activation is cleared.

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- 18.2 In dispatch, the emergency signal activates a repetitive tone and the identification display on the console flashes between the ID of the triggering radio and XX_EMRG. Mobile and portable radios on the same profile receive a brief flashing display, but no audible tones. Each console has a third speaker dedicated to the emergency talk groups.
- 18.3 Upon activation of the emergency signal, the triggering radio will have an open microphone for a period of 20 seconds. Dispatch personnel should monitor the open microphone in an attempt to determine the existence of an emergency. When an emergency is declared, immediately “selecting” the emergency talk group will send the traffic on that talk group to the instant recall recorder function on the console.
- 18.4 Dispatch may attempt to contact the officer during the open microphone period if the circumstances warrant. PSAP radio consoles have override capabilities allowing communication with the officer during the open microphone period.
- 18.5 If there is evidence of an emergency, dispatch should send immediate assistance to the officer in trouble and/or notify the patrol shift supervisor to coordinate the appropriate response.
- 18.6 In the case of a confirmed emergency, dispatch may direct responding units to a talk group dedicated to the emergency situation. This may be the agency’s primary talk group, a tactical talk group, or a shared talk group if other agencies become involved. For the safety of the officer declaring the emergency, other radio users should not switch to the emergency talk group (XX_EMRG).
- 18.7 Normal radio traffic may be suspended or moved to an alternate talk group until the emergency situation is resolved.

19 Current Talker Mode

- 19.1 Current Talker Mode is an option available to agencies that may utilize VTAC (Vehicular Tactical repeater). Each agency utilizing a VTAC will determine if current talker mode is to be utilized.
- 19.2 If Current Talker Mode is enabled, standard emergency behavior is modified as follows:

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19.2.1 If the emergency button on a portable radio is activated, the radio will NOT switch to the emergency talk group.

19.2.2 Dispatch will receive the emergency alert on the talk group on which the portable radio is selected, i.e., TRF_FD2 or BTF_FD1).

19.2.3 All other emergency alert functions (20 second open microphone, alert in dispatch, alert on other radios) will operate the same.

19.2.4 The emergency alert should be cleared following the department policy and procedure previously described.

19.3 Current Talker in Other Agencies

19.3.1 Some dispatch centers have modules for other agencies' dispatch talk groups on their consoles for monitoring purposes.

19.3.2 If a Current Talker emergency is activated on one of these talk groups, the emergency alert will be received on any console with a module on the talk group on which the emergency is transmitted.

19.3.3 It is VERY IMPORTANT that dispatchers check the emergency pop up window to determine what agency has activated the emergency. If the emergency is not for the dispatcher's agency, they should not clear it. Clearing the emergency will clear it in the entire OakWIN system.

19.3.4 Dispatch centers receiving the emergency alert may silence the alert and "X" out the box instead of clearing the alarm. Examples:

19.3.4.1 Troy borders Bloomfield Township and has a BTF_FD1 module on their console for monitoring purposes.

19.3.4.2 BTFD uses "Current Talker" mode to process emergency alerts when using a VTAC.

19.3.4.3 A BTFD firefighter activates his emergency alert.

19.3.4.4 Troy dispatch (and any other dispatch centers with a BTF_FD1 module on console) receives the audible tone and sees a temporary pop-up of BTF_FD1 in emergency mode.

19.3.4.5 The Troy dispatcher presses "Silence Alarm" and "X" out the box.



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20 *Clearing the Emergency*

- 20.1 The emergency situation shall be in effect until an announcement by dispatch that the emergency has been resolved. Dispatch should notify responding personnel of the termination of the incident and announce the return to normal radio communications.
- 20.2 Dispatch may clear the emergency at the direction of a supervisor on the scene of a confirmed emergency, or in accordance with their department policy.
- 20.3 The signal may be cleared by dispatch through the console or by the officer through the activating radio.
- 20.4 Agencies are encouraged to develop a coded response for an officer in trouble who is unable to communicate the situation to the dispatch center. For instance, an "X" added to the end of the officer's regular call sign could indicate to dispatch personnel that the officer is in trouble and does not want to inform the suspect he made a call for assistance.
- 20.5 In the case of an accidental activation, the officer must reset the signal through the activating radio, and notify his/her primary dispatch center of the unintentional activation.

21 *Event Talk Groups*

- 21.1 Event talk groups 1 through 13 are available by request to agencies for pre-planned events where a shared talk group is needed. Examples of pre-planned events that would apply include the Woodward Dream Cruise or Arts, Beats and Eats, where multiple police or fire agencies are involved.
- 21.2 Event talk groups are assigned by the Oakland County Sheriff's Office.
- 21.3 The agency requesting the event talk group may do so by faxing the appropriate form to OCSO at 248-452-2102.



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22 Recording

22.1 Agencies Using Conventional Recorders

22.1.1 Agencies are responsible for recording their primary talk groups, their emergency talk groups (XX_EMRG and XXF_EMG), and all other agency specific talk groups. Agencies may record shared talk groups.

22.2 Agencies Using IP Recorders

22.2.1 Agencies are responsible for recording their primary talk groups, their emergency talk groups (XX_EMRG and XXF_EMG), and all other agency specific talk groups. Due to the impact on the radio system, IP recorder users may not record shared talk groups. Shared talk groups will be recorded by the Oakland County Sheriff's Office. An exception to this rule is when a shared talk group is patched to your agency's local talk group for a temporary period of time, such as for an incident. The shared talk group traffic will be recorded from the local agency's talk group.

22.3 The Oakland County Sheriff's Office will record all the county shared talk groups, except the county surveillance talk groups 1-9 (CW_SUR1 through CW_SUR9). The county surveillance talk groups 1-9 shall not be recorded by any agency. Recording the local agency's surveillance talk groups is the decision of the agency.

22.4 Police, fire, and EMS agencies needing the radio transmissions of a county shared talk group may request a copy from the Oakland County Sheriff's Office. A form is to be completed and faxed or mailed to OCSO.

22.5 Citizens and defense attorneys requiring copies of radio transmissions on county shared talk groups not recorded by the primary agency may obtain them under the Freedom of Information Act (FOIA) by contacting the Records Unit at OCSO. Tapes will not be released until approval is granted by the primary agency.

22.6 The selected audio on a dispatch console is automatically recorded on the Rapid Recall Recorder function of the console. The dispatcher may use this function at any time by changing their select audio or by patching their select audio to a shared talk group.