



Oakland County Wireless Integrated Network



Oakland County Wireless Integrated Network

User's Guide



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INTRODUCTION

CLEMIS Public Safety Radio System Overview

This User's Guide is designed to combine the operating policy of the CLEMIS Radio Oversight Subcommittee with a manual of the 800 MHz radio system. The intent was to provide a document that was easily referred to and could be utilized by the diverse public safety professionals on the radio system. It was designed to allow updates to be easily incorporated as the system changes with technology improvements. The document as a whole may appear repetitive; this is by design so that sections for different public safety sectors may stand alone.

Part I – History

The CLEMIS (Court and Law Enforcement Management Information Systems) consortium has constructed a new Public Safety Radio System. The purpose of this system is to provide countywide interoperable radio communications for all law enforcement, fire, and emergency medical services throughout Oakland County. The specifications for this system have been designed by the public safety user community.

The need for this project was identified in the mid-1990's when several public safety emergency situations occurred and the lack of interoperable communication systems impeded the ability of the responders to coordinate effectively. An example is the 1996 shootings at the Wixom Ford plant, during which numerous public safety agencies responded but could not communicate with each other while attempting to locate and subdue an armed subject.

In 1998, the CLEMIS leadership group developed a survey of all law enforcement, fire, and emergency medical services in Oakland County to determine how many agencies would join an interoperable system. This information was used to develop a proposed budget and an estimate of the number of frequencies that would be necessary. The CLEMIS leadership group then approached the Oakland County Board of Commissioners to request funding for a countywide interoperable public safety radio system. The funding

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for this project, in the form of a 911 telephone surcharge, was approved by the Oakland County Board of Commissioners under Miscellaneous Resolution No. 99-279. This Resolution also created a Radio Oversight Subcommittee, under the CLEMIS Advisory Board, to develop and manage the new system. Essentially, management of the new system is under the leadership of the local police and fire representatives.

CLEMIS applied for and received sufficient frequencies to provide the necessary capacity, based upon the surveys.

The CLEMIS Radio Oversight Subcommittee researched the available technology, developed specifications, drafted a request for proposal, diligently evaluated the proposals, and made a recommendation to the CLEMIS Advisory Board regarding a vendor for the new system. On January 17, 2002, the CLEMIS Advisory Board voted to adopt the recommendation of the Radio Oversight Subcommittee to select M/A-COM (now Harris Corporation) as the vendor for the system. At the CLEMIS Advisory Board meeting on July 18, 2002, the contract with Harris Corporation was signed.

Part II – System Design

The design of the new system is intended to provide a high level of portable radio coverage from within substantial buildings and throughout the challenging Oakland County terrain. In order to achieve this level of coverage, the system design requires over 50 radio tower sites. It is essential for officer and firefighter safety that the radio system provides communications from within buildings such as shopping centers, schools, senior apartments, day care centers, and so forth. It would be fairly simple to design a system on which the radios only needed to work out of doors; such a system would require only eight tower sites. It is the need for public safety officers to communicate from within buildings that drives the need for over 40 tower sites. The height and design of the towers varies with the terrain and the type of buildings in the immediate area.

To provide state of the art connectivity between the sites, the system design utilizes the existing OAKNet fiber wherever possible to connect the dispatch centers and tower sites to the system. At tower sites where OAKNet is not available, T1 lines provide the primary connectivity. Both fiber and T1 sites have ISDN back up for redundancy.

The Harris Corporation radio system, known as Open Sky, offers many advantages. It is a trunked radio system, which means that many users are able



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to share the same frequencies efficiently. Open Sky also utilizes TDMA, or Time Division Multiple Access, which allows four simultaneous conversations to occur on one channel, virtually multiplying the number of channels by four and providing for increased capacity. This is very significant for a system that will support over 5,000 public safety radios.

Open Sky also utilizes Voice over Internet Protocol, or VoIP, which enables the system to send both voice and data, and to utilize the existing OAKNet fiber effectively. The system also offers considerable over-the-air programming, so that features and functionality can be added without having to bring the radios physically to a radio shop to be reprogrammed.

Part III - Trunked Radio

Trunking is a method of sharing radio channels among multiple users in order to distribute the load evenly among the channels. A radio system can support many more users on a trunked system than a conventional system with an equal number of channels.

As an example, on a conventional system, a municipality might have separate, dedicated frequencies for Police, Fire, Local Government, and Public Works. The Police and Fire channels might be extremely busy, while at the same time the others are relatively unused. If these channels were trunked, the load would be distributed equally among the four frequencies. This reduction in wasted resources allows more users to share the four channels.

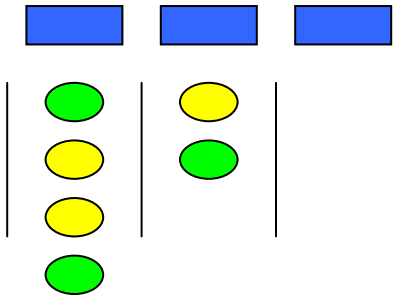
On a trunked system, the user does not always operate on the same channel or frequency, and the user is not even aware of which frequency has been assigned to the transmission. The user is switched, or trunked, to the first available channel in the system. Therefore, with a trunking system, the users do not refer to the "channels" or "frequencies", but instead refer to "talk groups".

Trunking and conventional systems are often compared to waiting in line at a grocery store for an available cashier (a "channel" in this analogy), as illustrated in the following diagram:

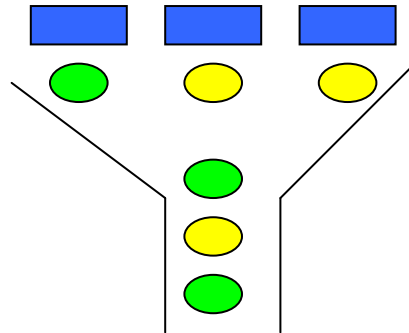


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CONVENTIONAL



TRUNKED



Cashier



Customer with a full cart



Customer with a few items

The "trunked" method is more efficient. No customer is in the "wrong line" since each customer is in queue to be served by the next available cashier. Users with only a "few items" (i.e., a short transmission) will clear the channel for the next user within seconds. On a conventional system, one of the channels may be unused (i.e., the "DPW" channel) while multiple users are waiting for the "police" and "fire" channels. physically to a radio shop to be reprogrammed.

Part IV - Tower Sites

The OakWIN system includes over 40 radio transmitter and receiver sites. Most of these sites are on towers, except for the two in Troy, which are building rooftops.

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Each site is linked back to the Network Controllers by at least two forms of connectivity through the network. The sites are alarmed for a variety of purposes, including open doors, low fuel in the generator, electrical failures, radio equipment problems, and the status of the tower lights for those towers requiring lighting. CLEMIS staff monitors the network and the alarm conditions 24/7.

Most alarm conditions at radio sites are handled by CLEMIS radio technicians. However, there may be occasions when it is necessary to have the local public safety agency check the status of the tower. For example, if CLEMIS should receive a fire alarm or an intrusion alarm at a site, the staff would contact the local PSAP to have appropriate units dispatched. Therefore, public safety agencies should make certain that their responders are aware of the location of the towers within their jurisdiction. Some of these towers are new construction specifically for this project, but others are pre-existing commercial towers that have been in place for many years. The newly constructed towers are owned by either Oakland County or, in most cases, by the local municipality.

Some of the towers are lit, as mandated by the FAA. These are generally the sites that are over 200 feet tall, or that are in the proximity of an airport. The FAA requires that either the lights are monitored electronically, via an alarm system, or that the lights are inspected visually every twenty-four hours. If the lighting on these towers were to fail, the tower owner is required to notify the FAA immediately. If the alarm system that monitors these lights were to fail, even if the lights were working properly, the tower owner would be required to do a visual inspection every twenty-four hours. In that event, CLEMIS would notify the PSAP with jurisdiction for the tower location and request a visual confirmation that the light is working, until such time as the alarm system could be restored.

Public safety communication towers are also sites that could become targets for MDOP, or during civil unrest or terrorism activities. Public Safety agencies with OakWIN sites in their communities should be aware of this, and heighten patrol around the tower sites during times of elevated alert status.



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User's Guide PSAP



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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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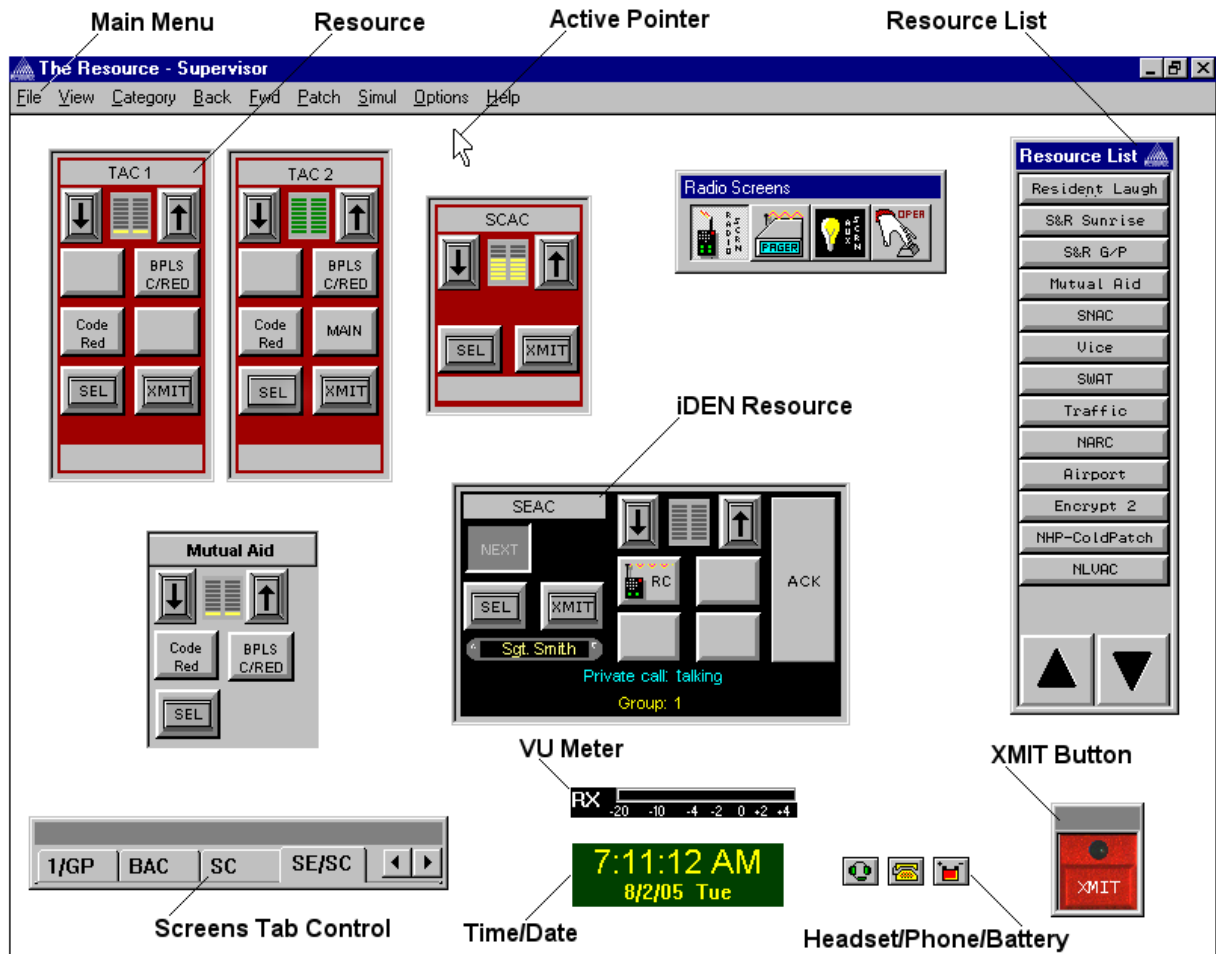


Figure 1-1 shows a sample IPC console screen with primary and secondary talk groups, and a resource list of additional talk groups. The appearance of the resource screen will be customized at each OakWIN PSAP.

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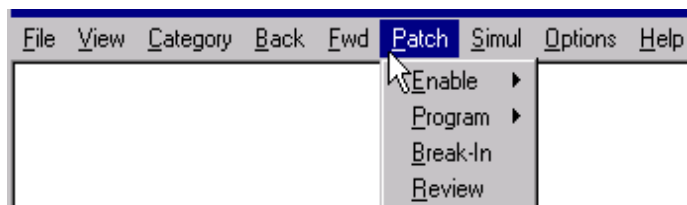
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group. In this case, the officer stays on his primary talk group and is able to communicate with officers from other agencies responding to assist.

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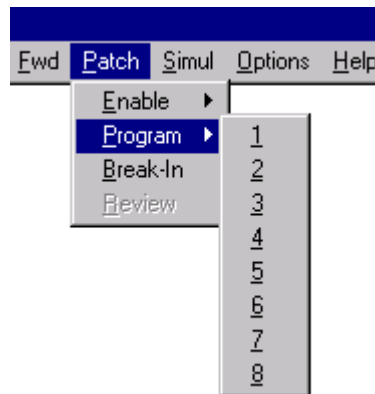
8.4.1.1 Click on the Patch Menu Heading to reveal the pull-down list of available menu items.

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.

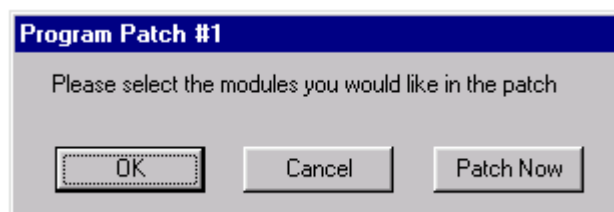
8.4.2 Program a Patch

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.

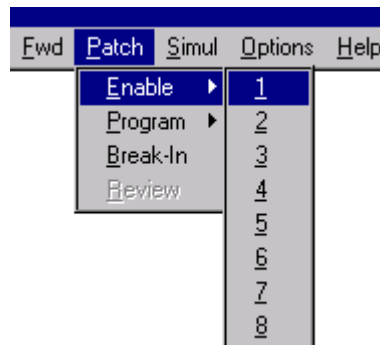




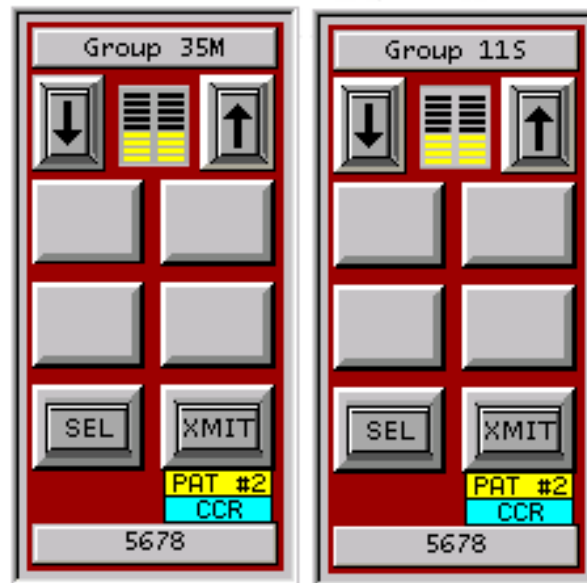
- 8.4.2.3 Select the radio resources to include in the patch. A yellow border outlines the resources chosen. If you accidentally select a resource, click the resource again to deselect it and the yellow border will disappear.
- 8.4.2.4 Click OK in the pop-up programming window to memorize the patch. 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

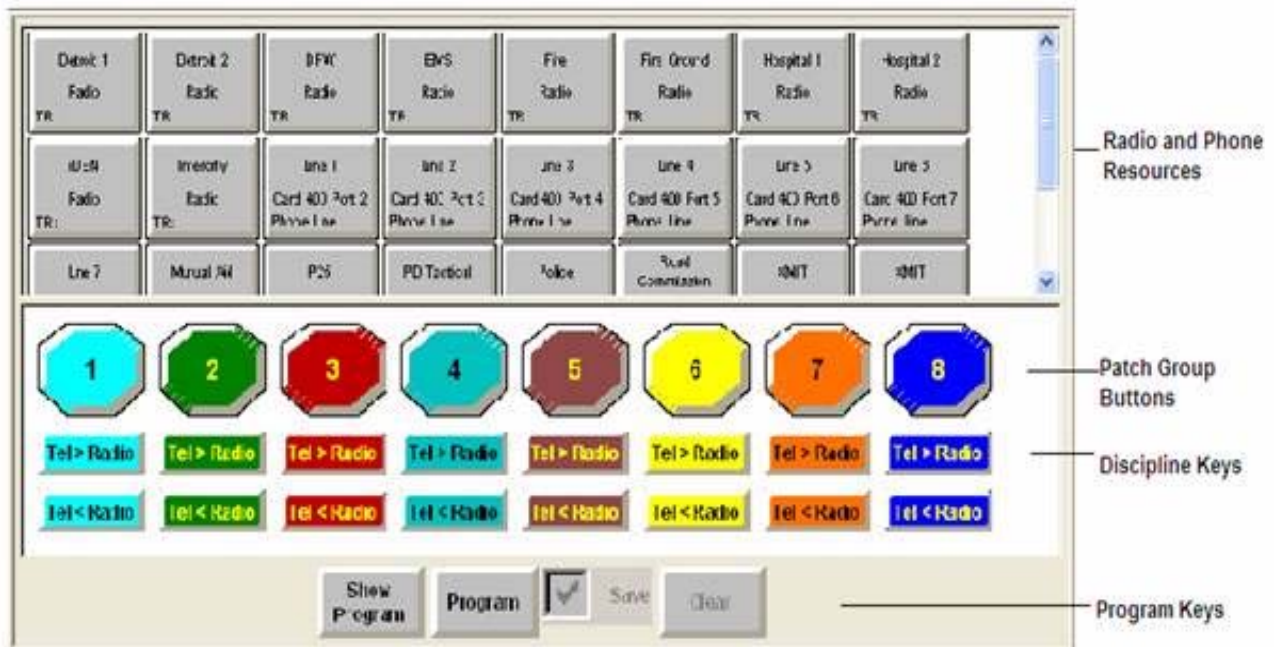


disappears. Also, the enabled patch number is no longer grayed out from the Program list under the Patch Menu.

- 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.



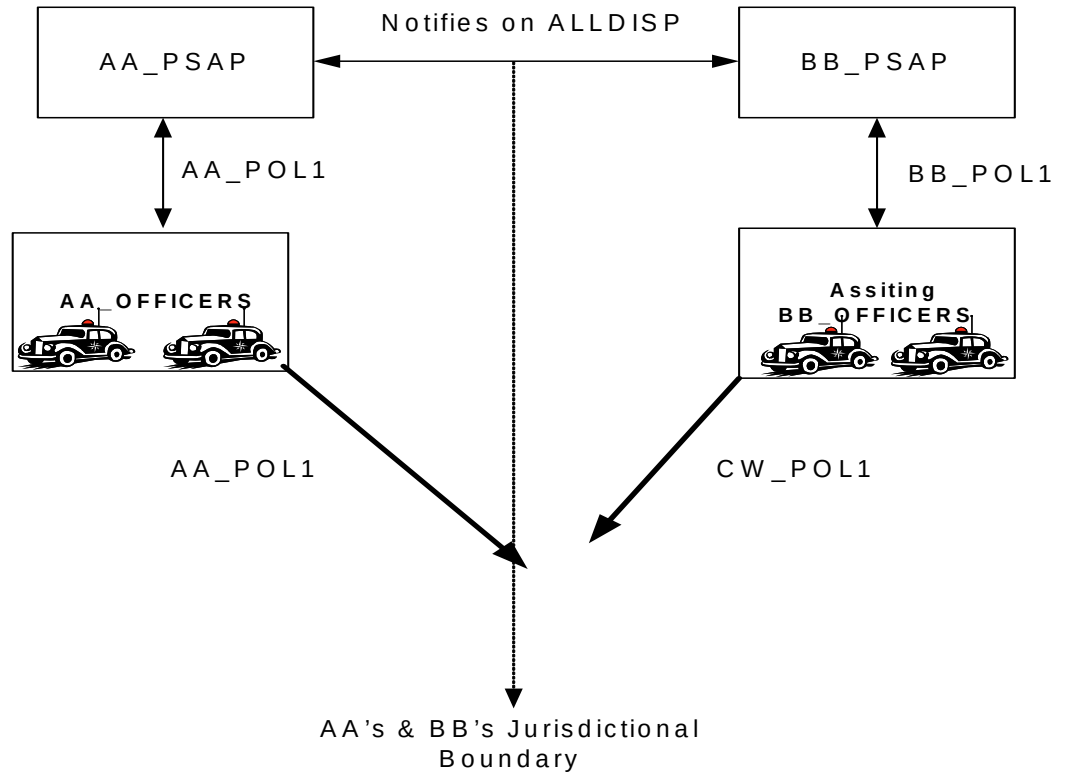
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9 Multi-Jurisdictional Vehicle Pursuits

- 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

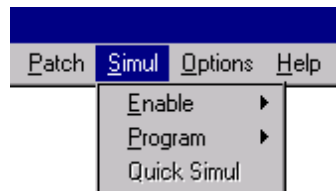
10.1 Simulselect may be used to broadcast on two or more talk groups simultaneously by selecting multiple talk groups. For example, PSAPs may use this function to simulselect their primary and secondary dispatch talk groups, or their primary talk group and a shared talk group such as CW_POL2 (countywide 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

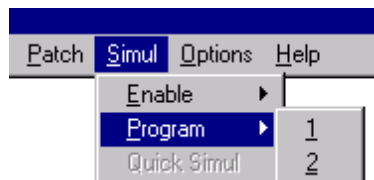
10.2.1.1 The Simul Menu Heading is used to program and enable a Simulcast. When activated, a programmed simulcast allows you to select several radio resources and transmit on all of them simultaneously. To activate a Simulcast, refer to the *Program a Simulcast* and *Enable a Programmed Simulcast* sections.

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



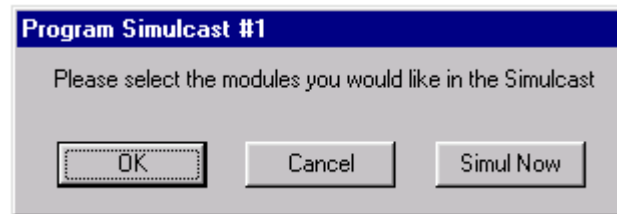
10.2.2 Program a Simulcast

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.

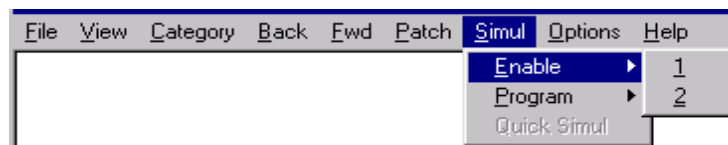
10.2.3.8 Press the Transmit button to transmit on all of the radio resources included in the simulcast. All of the resources' borders turn red upon transmitting. The resources' volume meters indicate full volume once the simulcast is enabled.

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

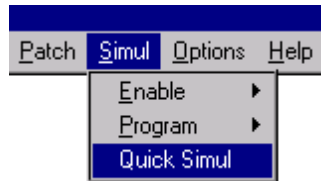


the RCP keypad again. The ✓ next to the simulcast number disappears. Also, the enabled simulcast number is no longer grayed out from the Program list under the Simul Menu.

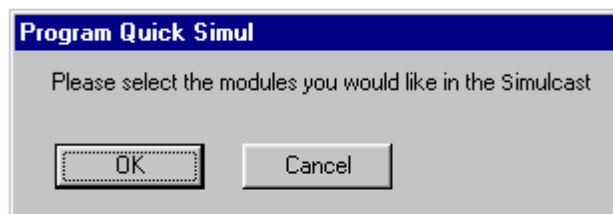
10.2.5 Quick Simul

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.

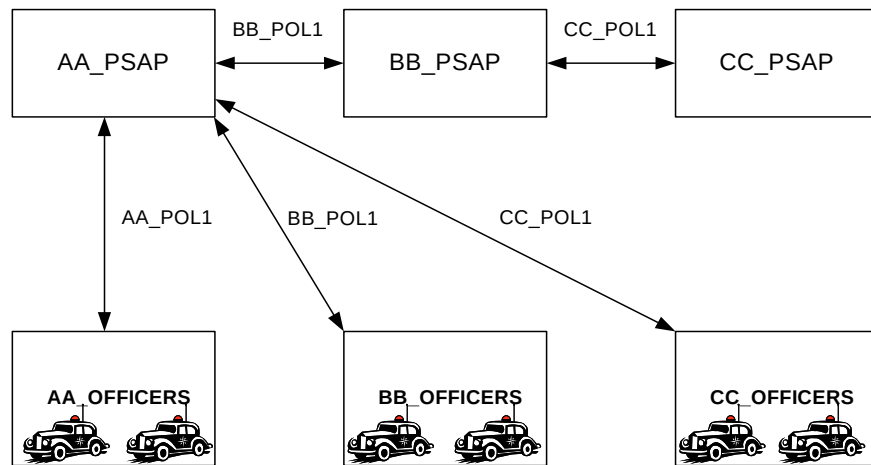
10.2.5.6 Click Cancel in the pop-up window to discontinue the process.



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

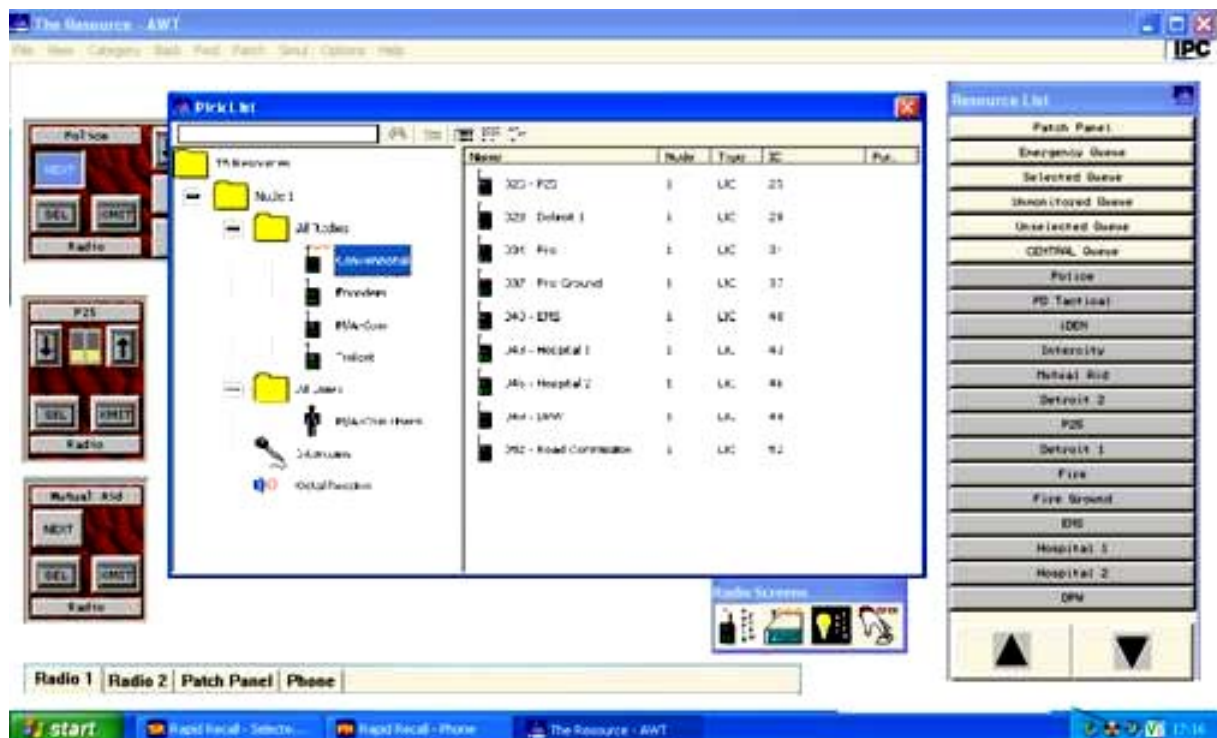


10.4.1 Department AA needs to get critical information out to the surrounding communities. AA_PSAP “SIMULSELECTS” those communities primary dispatch talk groups BB_POL1 and CC_POL1 and dispatches that information over their primary talk group. **This SIMULSELECT B.O.L should only be used for those incidents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

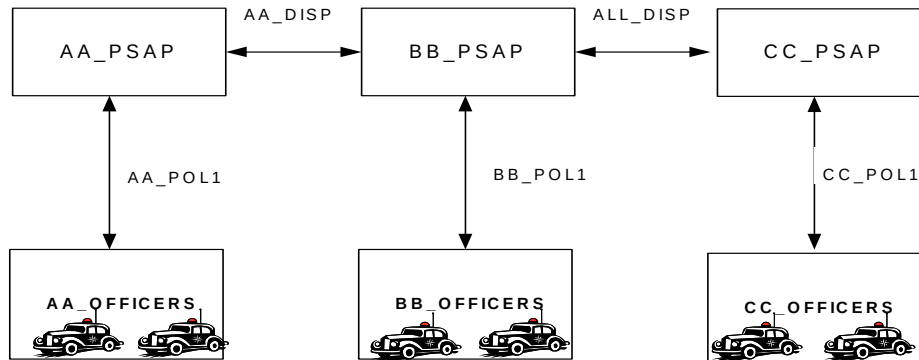
- 12.2 Examples of broadcast information appropriate for announcing on ALLDISP include but are not limited to:

- 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 BTD_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.



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User's Guide Police Operations



Oakland County Wireless Integrated Network

CHAPTER 2

Police Operations

The purpose of this policy is to provide a standard method for utilization of the Oakland County 800 MHz Trunked Radio System talk groups and provide procedures to be utilized by police and public safety departments participating in the radio system. It is intended that these procedures will apply to both intra-department and inter-department communications.

Adherence to this policy will provide participating departments with the following benefits:

- Improved emergency communications through use of additional radio resources and technology for incident communications
- Greatly improved interoperability between departments and other emergency responders
- Improved communications through use of standard equipment and procedures
- Communications capability that is adjustable from everyday routine operations to major multi-agency incidents

2.1 Talk Groups

A talk group is defined as a group of radio users requiring two-way radio communications. Talk groups have been categorized into three types based upon the geographic area in which they will be utilized:

- A. Local
- B. Regional
- C. Countywide

2.2 Local Police Agency Talk Groups

Police agency talk groups are assigned by department size based on the following criteria:

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Tier	Full-Time Police Officers	Dispatch Talk Group	Tactical Talk Group	Surveillance
1	Less than 25	2	0	1
2	25 to 75	2	1	2
3	76 or more	2	2	2
4	Oakland County Sheriff	6	12	4

Departments that have an organized SWAT unit have a dedicated SWAT talk group. Those communities that have a mutual SWAT unit will share the SWAT talk group.

2.3 Talk Group Assignments

A talk group is defined as an operational group of radio users requiring two-way radio communications. It separates the system users into specific groups. A talk group can be compared to a channel. Talk groups are created and assigned based on the needs of the user. Individual radios may not have every talk group described in the following explanation. Some talk groups are solely assigned to the local agency, some are assigned as shared regional talk groups, and some are assigned as shared countywide talk groups. Radio talk groups on the Oakland County Wireless Integrated Network (OakWIN) have been assigned based on agency size and needs.

Talk groups have been assigned names, which will appear on the radio display. The talk group name 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 (CW) talk group. For instructional purposes, the letters XX will be used in the definitions below to indicate the letters used for the agency name. In real application, the XX will be replaced with the agency's actual letter code. A list of agency codes is included in this User's Guide.

Talk groups are also assigned a talk group priority. Talk groups such as the default emergency talk group and primary dispatches have a higher priority than regional or countywide OP. This priority scheme only affects the system when there is great demand on the individual tower and where higher priority traffic must get through.



Oakland County Wireless Integrated Network

2.4 Open Sky Profiles

A profile is a set of talk groups that are organized to meet the operational needs of the mobile and portable radio users. Each profile can have as many as 16 talk groups. It may be easier to understand during this transition to think of a profile as a “bank of channels.” Each user will have several profiles available to them.

A. Home Profile

The home profile has the users most commonly used talk groups. The home profile also has the regional talk groups assigned to the geographical area of the county where the user’s agency is located. There are also countywide all dispatch and emergency talk groups in the home profile. This is to facilitate ease of changing to those talk groups that will be used most frequently.

B. Global Scanning Profile

The Global Scanning Profile, though populated with talk groups, will not appear in the profile menu of the radio. However, talk groups in the global profile will be available to the user in the P1-P2 and scan menus in the radio. The intent of this profile is to add up to 16 additional talk groups, which can be scanned at a lower priority, and does not enable the user from directly accessing them. Each agency’s Radio Network Administrator will select which talk groups should be in this profile. The operations of this feature will be explained later in this chapter.

C. Regional Operation Profiles

Police talk groups are based on geographical areas of the county. The geographical area of the county was divided into north and south by creating S_OPS (South Operations) and N_OPS (North Operations) profiles. Each of these geographical area profiles was further subdivided by creating talk groups based upon east and west quadrants of the county. Each quadrant has four regional mutual aid talk groups assigned to it. Each police agency is authorized to use the regional talk groups assigned to their region or any other regional talk group when assisting an agency in that region.



Region	Number of Talk Groups
Southeast	4
Southwest	4
Northeast	4
Northwest	4

1. S_OPS Profile (Southeast & Southwest Operations)
 - a. Regional talk groups SE_OP1 through SE_OP4
 - b. Regional talk groups SW_OP1 through SW_OP4
 - c. Agencies that are located on the border of regional talk groups will be allowed to choose which regional talk groups are in their home profile
 - d. Four training talk groups STRN_1 through STRN_4 to be utilized for training purposes in the southern portion of the county
2. N_OPS Profile (Northeast & Northwest Operations)
 - a. Regional talk groups NE_OP1 through NE_OP4
 - b. Regional talk groups NW_OP1 through NW_OP4
 - c. Agencies that are located on the border of regional talk groups will be allowed to choose which regional talk groups are in their home profile
 - d. Four training talk groups NTRN_1 through NTRN_4 to be utilized for training purposes in the northern portion of the county



Oakland County Wireless Integrated Network

D. Countywide Operation Profiles

There are four profiles containing talk groups developed for countywide usage.

1. Countywide Police Operations (CW_OPS)

- a. Countywide talk groups CW_POL1 through CW_POL4 are to be used for police incidents that may require multiple agency involvement. Mutual aid situations such as vehicle pursuits that may rapidly change jurisdictions, civil disorders, active shooter(s), terrorist incidents, or other incidents where many outside agencies are responding to assist.
- b. Countywide talk groups CW_FD1 through CW_FD4 are to be used for incidents that may require communication with fire departments from other jurisdictions such as a mass casualty incident.
- c. Countywide talk groups CW_EMSC through CW_EMS4 are to be used for incidents that may require communication with emergency medical service units from other jurisdictions such as a mass casualty incident.
- d. All public safety answering points (dispatch centers) in Oakland County are capable of receiving and transmitting on all countywide talk groups.

2. Special Events Profiles (EVENT)

- a. Countywide talk groups EV_1 through EV_13 are to be used for special preplanned events (Dream Cruise, local festivals, etc.) that require use of a talk group different than the talk groups available in the agency's home profile. These talk groups should be reserved in advance by utilizing the *Event Talk Group Request Form* located in this User's Guide.

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E. Interoperability Profile (INTEROP)

1. Michigan Public Safety Communications System (MPSCS)

- a. This is the radio system used by the Michigan State Police and numerous other local police and fire departments. The MPSCS has established eight talk groups that provide connection between the OakWIN system and the MPSCS. Three of these talk groups (63P911-Police, 63F911-Fire, 63OAKH-EMS) are permanently patched between the MPSCS and OakWIN.
- b. The remaining five talk groups 63MPSC1, 63MPSC2, 63MPSC3, 63MPSC4, and 63MPSC5 must be patched as needed by the MSP dispatch in Detroit, or the Livingston County PSAP through a telephone call, LEIN message, or radio call on one of the permanent patched talk groups (63P911, 63F911, or 63OAKH). These talk groups may be used when there is a need for interoperability with other MPSCS users. Events such as mutual aid responses, Presidential/Dignitary Protection, Dream Cruise, or large events that need MSP interoperability would utilize these talk groups. 63MPSC1, 63MPSC2, 63MPSC3, 63MPSC4, and 63MPSC5 will appear in all Oakland County OakWIN PSAPs, MSP Detroit Dispatch, and Livingston County Dispatch, but not in individual MPSCS radios. These talk groups may be patched to the appropriate OakWIN talk group by any Oakland County PSAP and to an appropriate MPSCS talk group by the MSP or Livingston County dispatch center. To contact MSP when you are outside Oakland County, use the ICALL channel in the conventional mode.

2. City of Southfield

- a. The Southfield PSAP will monitor the OakWIN “ALLDISP” and SFLD1 talk groups. The Southfield PSAP may be contacted in the same manner as any other Oakland County PSAPs using this talk group. The Southfield PSAP may patch any Southfield conventional channel to the SFLD1 talk group to provide interoperability.

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3. City of Warren

- a. The OakWIN talk group WARN1 may be used to contact the Warren PSAP, which will be monitoring this talk group. Oakland County PSAPs immediately adjacent to Warren (i.e., Hazel Park, Madison Heights, and Troy) should also monitor this talk group. This talk group will also appear in all of the Warren police and fire radios for unit-to-unit interoperability without the need for dispatch to initiate a patch (in the Warren radios this talk group will be called "OAK").
- b. The OakWIN talk group WARN2 is a secondary talk group for interoperability with Warren. This talk group will not be monitored by the Warren PSAP and will not appear in the Warren field units. For Warren to activate this talk group, an Oakland County user or PSAP must contact the Warren PSAP; the Warren PSAP will then "patch" this talk group to an appropriate Warren talk group for the event.

4. Surveillance (SURV)

- a. Talk groups XX_SUR1 through XX_SUR2 are to be used by the designated local agency for surveillance. The XX will be replaced with the appropriate two-letter agency identifier code; e.g., TR_SUR1 will be for Troy surveillance talk group.
 - i. Each agency has at least one surveillance talk group assigned; larger agencies have two surveillance talk groups. Each agency can decide who has that agency's surveillance talk group.
- b. Countywide talk groups CW_SUR1 through CW_SUR9 are to be used by different agencies' surveillance/drug teams that need to work together. There will be strict guidelines set on who has the countywide surveillance talk groups. These talk groups will be utilized by established surveillance/drug units that have a need to communicate together.

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5. Livingston County

- a. Interoperability with Livingston County law enforcement, fire, and EMS units may be accomplished in several ways:
 - i. One or two OakWIN units may switch to an available 63MPSC interop talk group, contact the Livingston County PSAP who will in turn patch the 63MPSC talk group (1, 2, 3, 4, or 5) to the appropriate Livingston County talk group.
 - ii. For larger tactical operations, an Oakland County PSAP may patch an OakWIN talk group to one of the 63MPSC interop talk groups, and the Livingston County PSAP may patch their talk group to the same 63MPSC interop talk group.
 - iii. All PSAPs (dispatch centers) in Oakland County are capable of receiving and transmitting on all of the interop talk groups.

2.5 Conventional Mode – Nationwide Interoperability Channels

- A. This is a separate mode of operation from the Open Sky trunking mode. The conventional channels in this mode operate in an analog mode that is mandated by the Federal Communications Commission (FCC) and are nationally available to all 700 and 800 MHz trunked systems regardless of trunking technology. The OakWIN system will transmit and receive in both the 700 and 800 MHz spectrums. Therefore, all 700 and 800 MHz interoperability channels will be in the radios. These channels are required to be present in all 700 and 800 MHz public safety communication systems to facilitate interoperability. Currently, the Michigan State Police regional dispatch centers monitor 8CALL95 and 8TAC96 in System 6 in the conventional mode of your radio. The calling channel may be utilized for emergency communications in any areas served by 800 MHz trunked radio systems. This mode contains the following channels:

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	"7-TAC 2"	"7-TAC 1"	"I-TAC"	"8-TAC"	"D-TAC"
CH.	Alias	Alias	Alias	Alias	Alias
1	7TRVL70D	7CALL50D	I-CALL	8CALL90	7FTAC1D
2	7TAC75D	7TAC55D	I-CALL D	8CALL90D	7FTAC2D
3	7TAC76D	7TAC56D	I-TAC 1	8TAC91	7FTAC3D
4	7MOB79D	7MOB59D	I-TAC 1D	8TAC91D	7GTAC4D
5	7LAW81D	7LAW61D	I-TAC 2	8TAC92	7GTAC5D
6	7LAW82D	7LAW62D	I-TAC 2D	8TAC92D	7LTAC6D
7	7FIRE83D	7FIRE63D	I-TAC 3	8TAC93	7LTAC7D
8	7FIRE84D	7FIRE64D	I-TAC 3D	8TAC93D	7LTAC8D
9	7MED86D	7MED65D	I-TAC 4	8TAC94	7MTAC9D
10	7MED87D	7MED66D	I-TAC 4D	8TAC94D	7NTAC10D
11	7TRVL70	7CALL50	I-TAC 4D	8TAC94D	7NTAC11D
12	7TAC75	7TAC55	I-TAC 4D	8TAC94D	7NTAC12D
13	7MOB79	7MOB59	I-TAC 4D	8TAC94D	I-TAC 1D
14	7LAW81	7LAW61	I-TAC 4D	8TAC94D	I-TAC 2D
15	7FIRE83	7FIRE63	I-TAC 4D	8TAC94D	I-TAC 3D
16	7MED86	7MED65	I-TAC 4D	8TAC94D	I-TAC 4D

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2.6 Profile/Talk Group Templates

The following tables are the profile/talk group templates for police departments depending on the number of full-time sworn officers. Each department will determine which regional talk groups are in their home profiles. The Public Safety template is for the communities of Berkley, Beverly Hills, Huntington Woods, and Oak Park. The remaining Public Safety departments will use the template that corresponds to the number of their full-time sworn officers. The XX will be replaced with the appropriate two-letter agency identifier code; e.g., TR_POL1 will be for Troy Police talk group 1.

Tier 1 Police Template (Under 25 FTE's)

KNOB POSITION	OPEN SKY PROFILES						
	HOME	S/OPS	N/OPS	CW OPS	EVENT	INTEROP	SURV
1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1
2	XX_POL2	SE_OP1	NE_OP1	CW_POL1	EV_1	63P911	XX_SUR1
3	XX_FD1	SE_OP2	NE_OP2	CW_POL2	EV_2	63MPSC1	CW_SUR1
4	RG_OP1	SE_OP3	NE_OP3	CW_POL3	EV_3	63MPSC2	CW_SUR2
5	RG_OP2	SE_OP4	NE_OP4	CW_POL4	EV_4	63MPSC3	CW_SUR3
6	RG_OP3	SW_OP1	NW_OP1	CW_FD1	EV_5	63MPSC4	CW_SUR4
7	RG_OP4	SW_OP2	NW_OP2	CW_FD2	EV_6	63MPSC5	CW_SUR5
8	CW_POL1	SW_OP3	NW_OP3	CW_FD3	EV_7	SFLD1	CW_SUR6
9	CW_POL2	SW_OP4	NW_OP4	CW_FD4	EV_8	WARN1	CW_SUR7
10	CW_POL3	STRN_1	NTRN_1	CW_EMSC	EV_9	WARN2	CW_SUR8
11		STRN_2	NTRN_2	CW_EMS1	EV_10		CW_SUR9
12		STRN_3	NTRN_3	CW_EMS2	EV_11		
13		STRN_4	NTRN_4	CW_EMS3	EV_12		
14	63P911			CW_EMS4	EV_13		
15	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER
16	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP



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Tier 2 Police Template (25-75 FTE's)

KNOB POSITION	OPEN SKY PROFILES						
	HOME	S/OPS	N/OPS	CW_OPS	EVENT	INTEROP	SURV
1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1
2	XX_POL2	SE_OP1	NE_OP1	CW_POL1	EV_1	63P911	XX_SUR1
3	XX_INV	SE_OP2	NE_OP2	CW_POL2	EV_2	63MPSC1	XX_SUR2
4	XX_TAC1	SE_OP3	NE_OP3	CW_POL3	EV_3	63MPSC2	CW_SUR1
5	XX_FD1	SE_OP4	NE_OP4	CW_POL4	EV_4	63MPSC3	CW_SUR2
6	RG_OP1	SW_OP1	NW_OP1	CW_FD1	EV_5	63MPSC4	CW_SUR3
7	RG_OP2	SW_OPS	NW_OP2	CW_FD2	EV_6	63MPSC5	CW_SUR4
8	RG_OP3	SW_OP3	NW_OP3	CW_FD3	EV_7	SFLD1	CW_SUR5
9	RG_OP4	SW_OP4	NW_OP4	CW_FD4	EV_8	WARN1	CW_SUR6
10	CW_POL1	STRN_1	NTRN_1	CW_EMSC	EV_9	WARN2	CW_SUR7
11	CW_POL2	STRN_2	NTRN_2	CW_EMS1	EV_10		CW_SUR8
12	CW_POL3	STRN_3	NTRN_3	CW_EMS2	EV_11		CW_SUR9
13	CW_POL4	STRN_4	NTRN_4	CW_EMS3	EV_12		
14	63P911			CW_EMS4	EV_13		
15	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER
16	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP

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Tier 3 Police Template (Over 75 FTE's)

KNOB POSITION	OPEN SKY PROFILES						
	HOME	S/OPS	N/OPS	CW_OPS	EVENT	INTEROP	SURV
1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1
2	XX_POL2	SE_OP1	NE_OP1	CW_POL1	EV_1	63P911	XX_SUR1
3	XX_INV	SE_OP2	NE_OP2	CW_POL2	EV_2	MPSC1	XX_SUR2
4	XX_TAC1	SE_OP3	NE_OP3	CW_POL3	EV_3	MPSC2	CW_SUR1
5	XX_TAC2	SE_OP4	NE_OP4	CW_POL4	EV_4	MPSC3	CW_SUR2
6	XX_SWAT	SW_OP1	NW_OP1	CW_FD1	EV_5	MPSC4	CW_SUR3
7	XXF_FD1	SW_OP2	NW_OP2	CW_FD2	EV_6	MPSC5	CW_SUR4
8	RG_OP1	SW_OP3	NW_OP3	CW_FD3	EV_7	SFLD1	CW_SUR5
9	RG_OP2	SW_OP4	NW_OP4	CW_FD4	EV_8	WARN1	CW_SUR6
10	RG_OP3	STRN_S1	NTRN_1	CW_EMSC	EV_9	WARN2	CW_SUR7
11	RG_OP4	STRN_S2	NTRN_2	CW_EMS1	EV_10		CW_SUR8
12	CW_POL1	STRN_S3	NTRN_3	CW_EMS2	EV_11		CW_SUR9
13	CW_POL2	STRN_S4	NTRN_4	CW_EMS3	EV_12		
14	63P911			CW_EMS4	EV_13		
15	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER
16	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP

Public Safety Template

KNOB POSITION	OPEN SKY PROFILES						
	HOME	S/OPS	N/OPS	CW_ASST	EVENT	INTEROP	SURV
1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1	XX_POL1
2	XX_POL2	SE_OP1	NE_OP1	CW_POL1	EV_1	63P911	XX_SUR1
3	PS_TAC1	SE_OP2	NE_OP2	CW_POL2	EV_2	63MPSC1	XX_SUR2
4	PS_TAC2	SE_OP3	NE_OP3	CW_POL3	EV_3	63MPSC2	CW_SUR1
5	PS_TAC3	SE_OP4	NE_OP4	CW_POL4	EV_4	63MPSC3	CW_SUR2
6	PS_TAC4	SW_OP1	NW_OP1	CW_FD1	EV_5	63MPSC4	CW_SUR3
7	RG_OP1	SW_OP2	NW_OP2	CW_FD2	EV_6	63MPSC5	CW_SUR4
8	RG_OP2	SW_OP3	NW_OP3	CW_FD3	EV_7	SFLD1	CW_SUR5
9	RG_OP3	SW_OP4	NW_OP4	CW_FD4	EV_8	WARN1	CW_SUR6
10	RG_OP4	STRN_S1	NTRN_1	CW_EMSC	EV_9	WARN2	CW_SUR7
11	CW_POL1	STRN_S2	NTRN_2	CW_EMS1	EV_10		CW_SUR8
12	CW_POL2	STRN_S3	NTRN_3	CW_EMS2	EV_11		CW_SUR9
13	CW_POL3	STRN_S4	NTRN_4	CW_EMS3	EV_12		
14	63P911			CW_EMS4	EV_13		
15	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER	XX_EMER
16	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP

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2.7 Agency & Multi-Agency Identifiers

Each police/public safety agency participating in the radio system will use an agency specific two-character identification for the beginning of the system alias for each radio on the system. The following tables set forth the agency and multi-agency codes.

AGENCY	ID	TIER	AGENCY	ID	TIER	AGENCY	ID	TIER
Auburn Hills	AH	2	Keego Harbor	KH	1	Pleasant Ridge	PR	1
Berkley	BE	PS	Kensington Metro Park	KE	1	Rochester	RC	2
Beverly Hills	BV	PS	Lake Angelus	LA	1	Royal Oak	RO	2
Birmingham	BI	2	Lake Orion	LO	1	South Lyon	SL	2
Bloomfield Hills	BH	1	Madison Heights	MH	3	Southfield	SO	3
Bloomfield Twp	BT	2	Milford	MI	2	Sylvan Lake	SY	1
Clawson	CL	1	Northville	NR	2	Troy	TR	3
Farmington	FC	1	Novi	NV	2	Walled Lake	WL	1
Farmington Hills	FH	3	Oak Park	OP	PS	Waterford	WA	3
Ferndale	FE	2	Oakland Com. College	OC	1	West Bloomfield	WB	3
Franklin	FV	1	OCSD	OS	4	White Lake	WH	2
Hazel Park	HP	2	Oakland University	OU	1	Wixom	WI	2
Holly	HV	1	Orchard Lake	OL	1	Wolverine Lake	WO	1
Huntington Woods	HW	PS	Oxford	OX	1			

MULTI-AGENCY	ID	MULTI-AGENCY	ID	MULTI-AGENCY	ID
SONIC	SC	Public Safety	PS		



2.8 Communicating Procedures

A standardized method of communicating with units and between departments will ensure effective communications. Agencies are encouraged to practice these methods so use will become natural. Called-party-first or receiver-from-sender is the standard method for establishing contact with another unit or dispatch center.

A. Communicating Within Home Agency

1. Regular communication on home talk groups may follow the abbreviated protocol methods of identifying units and agencies.
 - a. A patrol unit calling the home dispatch center:
"Radio from Adam 25" or "Waterford from 10"

B. Communicating With Another Agency

1. When users are communicating with users from another agency they shall utilize the agency name they are calling and their agency name. The intentional use of the agency identifier is helpful in drawing the attention of the other agency user.
 - a. A patrol unit from one agency calling another agency:
"Madison Heights Dispatch from Troy Adam 25 on ALLDISP" or "Troy Dispatch from Waterford 10 on SE_OP1"
 - b. One agency calling another agency: "Madison Heights Dispatch from Troy Dispatch on ALLDISP" or "Hazel Park Dispatch from Oak Park Dispatch on ALLDISP"
 - c. A patrol unit from one agency calling a patrol unit from another agency: "Waterford 10 from Troy Adam 25 on CW_POL1"
 - d. The use of 10 codes or other similar codes are not to be used when communicating with other agencies. A 10 code in one agency could mean something different in another.



C. BOLs (Be On the Lookout)

1. BOLs may be broadcast to area agencies via the ALLDISP talk group.
2. Examples of BOL information appropriate for announcing on ALLDISP include but are not limited to:
 - a. Shooting
 - b. Aggravated assault
 - c. Robbery
 - d. Arson
 - e. Kidnapping
 - f. Assault on a firefighter or police officer
 - g. Amber alert
 - h. Officer safety information
 - i. In-progress vehicle or foot pursuit
 - j. In-progress OWI
 - k. Hit and run accidents
3. PSAPs are then responsible for disseminating the information to their respective units on their own agency talk groups.
4. 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.

2.9 Scanning and Scanning Menus

When conventional radio systems were used in law enforcement, legitimate and illegitimate parties easily scanned or monitored other channels. The implementation of the new 800 MHz trunked radio systems brings many changes in this area that impact the system. This portion of the policy will briefly detail those areas and define what scanning is possible.

In the new system, *Scanning* is defined as listening to other talk groups within the user's selected and global profiles. Scanning should not be used for mission critical communications and should be used with caution.



A. Scanning Modes

1. Lockout Menu

- a. Users can scan the profile they have selected and the GLOBAL profile. A user can LOCKOUT those talk groups they do not wish to scan by going to the LOCKOUT menu of their radio and unselect scan in those talk groups.

2. P1 and P2 Menu

- a. A user can also select two priority scan talk groups (P1-P2) in either their selected profile or in the GLOBAL profile. By switching to the P1-P2 menu of the radio, a user can select two talk groups that have a higher scan priority than the other scanned channels but is still lower than primary dispatch talk groups.

2.10 Unit ID Display

- A. Each radio has a status display window that will display the identifier or alias of the radio that is transmitting on that talk group. Each alias has seven characters. There are currently two alias schemes for mobiles and four schemes for portables. Portable scheme 2(iv) is used when not assigning portables to individual officers or as spares.

1. Mobile Radios

- a. XX = agency, underscore, three-digit vehicle number, M=mobile
Example: TR_901M for a Troy unit
- b. OS=OCSO, ##=substation, ##=unit, M=mobile
Example: OS0411M



2. Portable Radios

a. Alias Scheme

- i. XX=agency, 123=badge number, P=portable
Example: TR_226P
- ii. XX=agency, three-digit Clemis number, P=portable
Example: WB_259P
- iii. XX=agency, X=division, 01= unit number, P=portable
(A=Administration; S=Supervisor; D=Detective;
P=Patrol; V=Village; R=Reserve; SP=Spare;
AC=Animal Control)
- iv. OS=OSCO, ##=substation, ##=unit, P=portable
Example: OS4410P

2.11 Command Post Operation

- A. Police departments that consistently utilize the Incident Command System and tactical communications have found that providing a command post to plan and coordinate incident activities is very beneficial. Having a second person at the command post to assist the Incident Commander with communications has also proven to be beneficial. This allows the monitoring of the dispatch and tactical/command channels and reduces the possibility of the Incident Commander missing a radio call.
- B. The use of headsets on command post mobile radios also improves communications when several radios are in use. It is recommended that a single earpiece-type headset be used to allow the user to communicate with other personnel at the command post.



2.12 Emergency Signaling in Police Radios

A. Emergency Signaling

1. Police mobile and portable radios are equipped with an emergency signal activated by a button on the radio. 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. All radios in the affected agency will begin to alternate between the normal display and the emergency display. Except for the initiating radio, all other agencies' radios will receive three short quiet beeps as a notification that there has been an emergency declared.
2. In dispatch, the emergency signal activates a repetitive tone. The identification display on the console flashes between the ID of the triggering radio and XX_EMRG.
3. Upon activation of the emergency signal, the triggering radio will have an open microphone for a period of 20 seconds. Dispatch personnel shall monitor the open microphone in an attempt to determine the existence of an emergency.
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.
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.
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 and for coordination of the response, other radio users should not switch to the emergency talk group.



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7. Normal radio traffic may be suspended or moved to an alternate talk group until the emergency situation is resolved.

B. Clearing the Emergency

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.
2. Dispatch may clear the emergency in accordance with their agency policy or the officer may clear the radio by depressing the emergency activation button and the down button on the side of the radio for at least three seconds.
3. In the case of an accidental activation, the officer may reset the signal by depressing the activation button and the down button on the side of the radio for at least three seconds and notify his/her primary dispatch center of the unintentional activation. Dispatch may reset the emergency activation in the triggering radio at the officer's request in accordance with department policy.
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.

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User's Guide Fire Operations



Oakland County Wireless Integrated Network

CHAPTER 3

Fire Operations

The purpose of this policy is to provide a standard method for utilization of the Oakland County 800 MHz Trunked Radio System talk groups and provide procedures to be utilized by fire departments participating in the radio system. It is intended that these procedures will apply to both intra-department and inter-department communications.

Adherence to this policy will provide participating fire departments with the following benefits:

- Improved emergency communications through use of additional radio resources and technology for incident communications
- Greatly improved interoperability between departments and other emergency responders
- Improved communications through use of standard terminology
- Communications capability that is scalable from every day routine operations to major multi-agency incidents

It is envisioned these policies will be utilized by any participating fire department operating at an incident where tactical communications are required. NFPA standard 1221 and the National Fire Academy Incident Command System recommend that tactical (unit-to-unit) communications at incidents occur on talk paths other than those utilized for dispatching. This will ensure that dispatch communications do not interfere with tactical communications.

While it is not practical to designate specific countywide uses for every type of incident, it is appropriate to utilize these guidelines in talk group assignment.

3.1 Command Post Operation

- A. Fire departments that consistently utilize the Incident Command System and tactical communications have found that providing a command post to plan and coordinate incident activities is very

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beneficial. Having a second person at the command post to assist the Incident Commander with communications has also proven to be beneficial. This allows the monitoring of the dispatch and tactical/command channels and reduces the possibility of the Incident Commander missing a radio call.

- B. When established, the incident command post should be identified on the radio by the street name or building/business name.
- C. When established, the incident command post should be identified visually by the use of a green flashing light and/or a green flag.
- D. The use of headsets on command post mobile radios also improves communications when several radios are in use. It is recommended that a single earpiece type headset be used to allow the user to communicate with other personnel at the command post.

3.2 Talk Groups

A talk group is defined as an operational group of radio users requiring two-way radio communications. Talk groups have been categorized into three types based upon their utilization

- A. Local department use
- B. Countywide Fire Mutual Aid use
- C. Countywide interagency interoperability use

3.3 Local Fire Agency Talk Groups

Each fire agency participating in the system is assigned a number of talk groups based on the number of personnel in the department.

Tier	Number of Firefighters	Dispatch Talk Group	Tactical Talk Group
1	Less than 30	1	1
2	30 to 75	1	2
3	76 or more	1	4



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A number of fire departments have allocated one or more of their local talk groups to be utilized as a common talk group between two or more departments.

Fire dispatch centers are capable of receiving and transmitting on all talk groups assigned to their respective fire departments.

3.4 Talk Group Assignments

A talk group is defined as an operational group of radio users requiring two-way radio communications. It segregates the system users into specific groups. A talk group can be compared to a channel. There can be up to 16 talk groups in each profile. Talk groups are created and assigned based on the needs of the user. Individual radios may not have every talk group described in the following explanation. Some talk groups are solely assigned to the local agency, some are assigned as shared regional talk groups, and some are assigned as shared countywide talk groups. Radio talk groups on the Oakland County Wireless Integrated Network (OakWIN) have been assigned based on agency size and needs.

Talk groups have been assigned names or abbreviations, which will 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 (CW) talk group. For instructional purposes, the letters XX will be used in the definitions below to indicate the letters used for the agency name. In real application, the XX will be replaced with the agency's actual letter code. A list of agency codes is included in this User's Guide and can be found in Section 5.8(E) of this Chapter.

An alphabetized list of talk groups in the system is included in Chapter 16 of this User's Guide.

3.5 Open Sky Profiles

A profile is a set of talk groups that are organized to meet the operational needs of the mobile and portable radio users. Each profile can have as



many as 16 talk groups. It may be easier to understand during this transition to think of a profile as a “bank of channels/talk groups.”

3.6 Home Profile

The home profile has the users most commonly used talk groups. The home profile also has the MABAS dispatch talk group. There are also all dispatch, and emergency talk groups in the home profile. This is to facilitate ease of changing to those talk groups that will be used most frequently.

3.7 Global Scanning Profile

The Global Scanning Profile, though populated with talk groups, will not appear in the profile menu of the radio. However, talk groups in the global profile will be available to the user in the P1-P2 and scan menus in the radio. The intent of this profile is to add up to 16 additional talk groups which can be scanned at a lower priority and does not enable the user to directly access them. Each agency's Radio Network Administrator will select which talk groups should be in this profile. The operations of this feature will be explained later in this chapter.

3.8 MABAS Fire Mutual Aid Incident Talk Groups and Profiles

MABAS mutual aid talk groups are based on the .Oakland MABAS division mutual aid agreement. MABAS – the Mutual Aid Box Alarm System- is a statewide fire mutual aid system that may be used for day to day operations and is scalable to large intrastate and interstate emergencies.

All Public Safety Answering Points (dispatch centers) in Oakland County are capable of receiving and transmitting on all of the MABAS talk groups.

MABAS_D – MABAS Dispatch- This talkgroup is used to request and dispatch box and multiple alarms involving multiple fire departments within Oakland County.

The MABAS mutual aid talk groups are organized into four (4) incident profiles. Each profile contains command, tactical, and support talk groups. The MABAS division dispatch center (OCD) automatically assigns an available incident profile to the department requesting the



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multiple alarm or upon request of a department requesting additional communications resources.

All fire units in the county have all six incident profiles to allow interoperability between MABAS and OAKWAY units.

OAKWAY Fire Mutual Aid Incident Talk Groups and Profiles

OAKWAY mutual aid talk groups are based on the Oakway mutual aid agreement.

All Public Safety Answering Points (dispatch centers) in Oakland County are capable of receiving and transmitting on all of the OAKWAY talk groups.

OAK_D – OAKWAY Dispatch- This talkgroup is used to request and dispatch box and multiple alarms involving OAKWAY fire departments.

The OAKWAY mutual aid talk groups are organized into two (2) incident profiles. Each profile contains command, tactical, and support talk groups. The OAKWAY coordination center automatically assigns an available incident profile to the department requesting the multiple alarm or upon request of a department requesting additional communications resources.

All fire units in the county have all six incident profiles to allow interoperability between MABAS and OAKWAY units.

3.9 Countywide Fire Operations Profile (CW_OPS)

This profile contains:

3.9.1 Countywide Fire Talk Groups

CW_FD1 through CW_FD4

These talk groups are to be used for incidents that require communication between fire departments that cannot be accomplished with the regional mutual aid talk groups. These talk groups are available to all police and fire users.

3.9.2 Countywide EMS Talk Groups

CW_EMSC through CW_EMS4



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These talk groups are to be used for EMS incident communications. These talk groups are available to all police, fire, and EMS users.

3.9.3 Countywide Police Talk Groups

CW_POL1 through CW_POL4

These talk groups are to be used for police incidents that require multiple agency involvement. These talk groups are available to all police and fire users.

All Public Safety Answering Points (dispatch centers) in Oakland County are capable of receiving and transmitting on all of the countywide talk groups.

3.10 Special Events Profile (EVENT)

This profile contains countywide talk groups EV_1 through EV_13. These talk groups will be used for special pre-planned events such as Dream Cruise, local festivals, etc. that require using a dedicated talk group for interoperability. These talk groups should be reserved in advance by utilizing the *Event Talk Group Request Form* located in Chapter 7 of this User's Guide.

3.11 Fire Special Operations and Training Profile (TEC_TRN)

This profile contains special operations and training talk groups

3.11.1 Countywide Hazmat Talk Groups

HM_OCS Oakland County Hazmat Team South
HM_OC1 Oakland County Hazmat Team-North
HM_OC2 Oakland County Hazmat Team- North

These talk groups are used for intra and inter team communications between the county hazardous materials teams.

3.11.2 Countywide Technical Rescue Talk Groups

TER_OPN North Team
TER_OPS South Team



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These talk groups are used for intra and inter team communications between the two county technical rescue teams.

3.9.4 Incident Management Team talkgroups

OC_IMT1

OC_IMT2

These talk groups are for intra-team communications involving the Incident Management Team (IMT)

Fire Training Talk Groups

FD_TRN1

FD_TRN2

FD_TRN3

FD_TRN4

FD_TRN5

FD_TRN6

These talk groups are for intradepartmental or interdepartmental training that does not involve firefighters entering atmospheres that are potentially dangerous such as live fires. The assignment of these talk groups is coordinated by the Oakland County Dispatch Center.

3.13 Interoperability Profiles (INTEROP)

1. Michigan Public Safety Communications System (MPSCS)
 - a. This is the radio system on which the Michigan State Police and numerous other local police and fire departments operate. The MPSCS has established eight talk groups that provide connection between the OakWIN system and the MPSCS. Three of these talk groups (63P911-Police; 63F911-Fire; and 63OAKH-EMS) are permanently patched between the MPSCS and OakWIN.
 - b. The remaining five talk groups 63MPSC1, 63MPSC2, 63MPSC43 63MPSC4, and 63MPSC5 must be patched as needed by the MSP dispatch in Detroit, or the Livingston County PSAP through a telephone call, LEIN message, or radio call on one of the permanent



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patched talk groups (63P911, 63F911, or 63OAKH). These talk groups are to be used when there is a need for interoperability with other MPSCS users. Events such as mutual aid responses, Presidential/Dignitary Protection, Dream Cruise, or large events that need MSP interoperability would utilize these talk groups. 63MPSC1, 63MPSC2, 63MPSC3, 63MPSC4, and 63MPSC5 will appear in all Oakland County OakWIN PSAPs, MSP Detroit Dispatch, and Livingston County Dispatch but not in individual MPSCS radios. These talk groups may be patched to the appropriate OakWIN talk group by any Oakland County PSAP and to an appropriate MPSCS talk group by the MSP or Livingston County dispatch center. To contact MSP when you are outside Oakland County, use the ICALL channel in the conventional mode.

2. City of Southfield

- a. The Southfield PSAP will monitor the OakWIN “ALLDISP” and SFLD1 talk groups. The Southfield PSAP may be contacted in the same manner as any other Oakland County PSAPs using this talk group. The Southfield PSAP may patch any Southfield conventional channel to the SFLD1 talk group to provide interoperability.

3. City of Warren

- a. The OakWIN talk group WARN1 may be used to contact the Warren PSAP, which will monitor this talk group. Oakland County PSAPs immediately adjacent to Warren (i.e., Hazel Park, Madison Heights, and Troy) should also monitor this talk group. This talk group will also appear in all of the Warren police and fire radios for unit-to-unit interoperability without the need for dispatch to initiate a patch (in the Warren radios this talk group will be called “OAK”).
- b. The OakWIN talk group WARN2 is a secondary talk group for interoperability with Warren. This talk group



will not be monitored by the Warren PSAP and will not appear in the Warren field units. For Warren to activate this talk group, an Oakland County user or PSAP must contact the Warren PSAP; the Warren PSAP will then “patch” this talk group to an appropriate Warren talk group for the event.

4. Livingston County

a. Interoperability with Livingston County law enforcement, fire, and EMS units may be accomplished in several ways.

i. One or two OakWIN units may switch to an available 63MPSC interop talk group and contact the Livingston County PSAP, who will in turn patch the 63MPSC talk group (1, 2, 3, 4, or 5) to the appropriate Livingston County talk group.

ii. For larger tactical operations, an Oakland County PSAP may patch an OakWIN talk group to one of the 63 MPSC interop talk groups and the Livingston County PSAP may patch their talk group to the same 63MPSP interop talk group.

5. All Public Safety Answering Points (dispatch centers) in Oakland County are capable of receiving and transmitting on all of the interop talk groups.

3.2 Conventional (ECP) Mode – Nationwide Interoperability Channels

- A. This is a separate mode of operation from the Open Sky trunking mode. The conventional channels in this mode operate in an analog mode to provide interoperability between different radios systems users and are available to all 700 and 800 MHz public safety radios regardless of trunking technology.
- B. These channels may be used in two ways:



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1. If there is a temporary or permanent repeater available, radios may utilize the repeater channel to extend range between units.
2. If there are no temporary or permanent repeaters available or if the units are out of range of the repeaters, the DIRECT or D channel may be used. The direct mode only operates over a limited area where radios typically have line of sight.
3. The Michigan State Police regional dispatch centers monitor the I-CALL channel in System 1 in the ECP mode of the OakWIN radio. This calling channel may be utilized for emergency communications in any areas served by 700 or 800 MHz trunked radio systems.
4. This mode contains the following systems (zones) :
 - a. System 1 - Currently not assigned
 - b. System 2 - Higher 700 MHz mutual aid/interoperability direct (D) and repeater channels
 - c. System 3 - Lower 700 MHz mutual aid/interoperability direct (D) and repeater channels
 - d. System 4 - ITAC conventional 800 MHz mutual aid repeater and direct (D) channels (The use of these channels will eventually be discontinued due to nationwide rebanding)
 - e. System 5 – 8-TAC conventional 800 MHz repeater and direct (D) channels (These channels are replacing the ITAC channels as part of the rebanding process)
 - f. System 6 - D-TAC conventional 700 MHz tactical channels. These channels are reserved for unit to unit direct communication as range allows. The last four (4) channels in this system are the I-TAC direct channels.



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	"7-TAC 2"	"7-TAC 1"	"I-TAC"	"8-TAC"	"D-TAC"
CH.	Alias	Alias	Alias	Alias	Alias
1	7TRVL70D	7CALL50D	I-CALL	8CALL90	7FTAC1D
2	7TAC75D	7TAC55D	I-CALL D	8CALL90D	7FTAC2D
3	7TAC76D	7TAC56D	I-TAC 1	8TAC91	7FTAC3D
4	7MOB79D	7MOB59D	I-TAC 1D	8TAC91D	7GTAC4D
5	7LAW81D	7LAW61D	I-TAC 2	8TAC92	7GTAC5D
6	7LAW82D	7LAW62D	I-TAC 2D	8TAC92D	7LTAC6D
7	7FIRE83D	7FIRE63D	I-TAC 3	8TAC93	7LTAC7D
8	7FIRE84D	7FIRE64D	I-TAC 3D	8TAC93D	7LTAC8D
9	7MED86D	7MED65D	I-TAC 4	8TAC94	7MTAC9D
10	7MED87D	7MED66D	I-TAC 4D	8TAC94D	7NTAC10D
11	7TRVL70	7CALL50	I-TAC 4D	8TAC94D	7NTAC11D
12	7TAC75	7TAC55	I-TAC 4D	8TAC94D	7NTAC12D
13	7MOB79	7MOB59	I-TAC 4D	8TAC94D	I-TAC 1D
14	7LAW81	7LAW61	I-TAC 4D	8TAC94D	I-TAC 2D
15	7FIRE83	7FIRE63	I-TAC 4D	8TAC94D	I-TAC 3D
16	7MED86	7MED65	I-TAC 4D	8TAC94D	I-TAC 4D

3.3 Talk Group Template

The following template is representative of the talk group plans for Tier 1, 2, and 3 agencies. XX indicates talk groups specific to the home agency and "BB" and "ZZ" indicate talk groups belonging to other agencies.



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Sample Fire Template

(Profiles 1-6)

	PROFILES					
TG	HOME	INCID_1	INCID_2	INCID_3	INCID_4	OKWY_1
1	XXF_FD1	XX_FD1	XX_FD1	XX_FD1	XX_FD1	XXF_FD1
2	XXF_FD2	XX_FD2	XX_FD2	XX_FD2	XX_FD2	XXF_FD2
3	XXF_FD3	XX_FD3	XX_FD3	XX_FD3	XX_FD3	XXF_FD3
4	XXF_FD4	FD_CMD 1	FD_CMD 2	FD_CMD 3	FD_CMD 4	OK_CMD1
5	XXF_FD5	MABAS11	MABAS21	MABAS31	MABAS41	OAKWY11
6	MABAS_D	MABAS12	MABAS22	MABAS32	MABAS42	OAKWY12
7	OAK_D	MABAS13	MABAS23	MABAS33	MABAS43	OAKWY13
8	XXF_PD1	MABAS14	MABAS24	MABAS34	MABAS44	OAKWY14
9	YYF_FD1	STAGE_1	STAGE_2	STAGE_3	STAGE_4	OAKSTG1
10	ZZF_FD1	CWF_FD1	CWF_FD2	CWF_FD3	CWF_FD4	CW_FD1
11		CW_EMS1	CW_EMS2	CW_EMS3	CW_EMS4	CW_EMS1
12		CW_POL1	CW_POL2	CW_POL3	CW_POL4	CW_POL1
13		FILL_1	FILL_2	FILL_3	FILL_4	OAKFIL1
14		MABAS_D	MABAS_D	MABAS_D	MABAS_D	OAK_D
15	ALLDISP	ALL_DISP	ALL_DISP	ALL_DISP	ALL_DISP	ALLDISP
16	XXF_EMG	XXF_EMG	XXF_EMG	XXF_EMG	XXF_EMG	XXF_EMG

THESE POLICIES AND PROCEDURES ARE DESIGNED TO PROTECT THE HEALTH, SAFETY, AND WELFARE OF ALL OAKLAND COUNTY RESIDENTS. THE DISSEMINATION OF THIS DOCUMENT IS RESTRICTED TO PUBLIC SAFETY PERSONNEL ONLY.



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(Profiles 7-12)

	PROFILES					
TG	OKWY_2	CW_OPS	TEC_TRN	EVENT	INTROP	HOSP
1	XXF_FD1	XXF_FD1	XXF_FD1	XXF_FD1	XXF_FD1	XXF_FD1
2	XXF_FD2	CW_FD1	HM_OAKW	EV_1	63F911	HOSP A
3	XXF_FD3	CW_FD2	HM_OC1	EV_2	63OAKH	HOSP B
4	OK_CMD2	CW_FD3	HM_OC2	EV_3	63MPSC1	HOSP C
5	OAKWY21	CW_FD4	TER_OPN	EV_4	63MPSC2	HOSP D
6	OAKWY22	CW_EMSC	TER_OPS	EV_5	63MPSC3	HOSP E
7	OAKWY23	CW_EMS1	OC_IMT1	EV_6	63MPSC4	HOSP F
8	OAKWY24	CW_EMS2	OC_IMT2	EV_7	63MPSC5	HOSP G
9	OAKSTG2	CW_EMS3	FD_TRN1	EV_8	SFLD1	HOSP H
10	CW_FD2	CW_EMS4	FD_TRN2	EV_9	WARN1	HOSP I
11	CW_EMS2	CW_POL1	FD_TRN3	EV_10	WARN2	
12	CW_POL2	CW_POL2	FD_TRN4	EV_11		
13	OAKFIL2	CW_POL3	FD_TRN5	EV_12		
14	OAK_D	CW_POL4	FD_TRN6	EV_13		
15	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP	ALLDISP
16	XXF_EMG	XXF_EMG	XXF_EMG	XXF_EMG	XXF_EMG	XXF_EMG

3.4 Communications Procedures

A standardized method of communicating with units and between departments will ensure effective communications. Agencies are encouraged to practice these methods so use will become natural. Called-party-first, or receiver-from-sender, shall be the standard method for establishing contact with another unit.

Sometimes a fire department will have the same apparatus numbering as another department such as an Engine 1. To avoid confusion at incidents, a standard format using the department's name, apparatus type, and apparatus number shall be used to designate apparatus/unit identification; e.g., West Bloomfield Medic 1, Troy Ladder 3, or Birmingham Engine 11.

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A. Communicating *Within* Home Agency

Regular communication on home talk groups may follow the abbreviated protocol method of identifying units and agencies.

1. A fire unit calling home dispatch center:
"Radio from Engine 21"
"Waterford from Chief 152"

B. When users are communicating with users from another agency they shall utilize the agency name they are calling and their agency name. The calling unit should include the talk group they are using when contacting another PSAP.

1. A fire unit from one agency calling another agency:
"Madison Heights Dispatch from Troy Fire 803 on ALLDISP"
"Troy Dispatch from Madison Heights Rescue 71 on ALLDISP"
2. One agency communicating with another agency:
"Madison Heights Dispatch from Troy Dispatch on ALLDISP"
"Hazel Park Dispatch from Oak Park Dispatch on ALLDISP"
3. A fire unit from one agency calling a fire unit from another agency:
"Independence Chief 1 from Groveland Engine 2 on STAGE_1"



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3.5 Standard Unit Identification

In order to standardize communications and prevent confusion when fire units from multiple agencies interoperate at incidents and on the radio system, the Oakland County Fire Chief's Association developed the following standardize terminology.

A. Apparatus

TYPE	IDENTIFIER	PRIMARY ATTRIBUTES
Ambulance	A	State licensed ambulance (capable of patient transport)
Engine	E	Primary use is to carry personnel and equipment to extinguish fires
Rescue	R	Primary use is to carry personnel and equipment to perform technical rescue (NFPA definition)
Ladder	L	Provides an elevated fire stream and assists with upper floor rescue and/or ventilation
Tanker	T	Primary use is to transport large quantity of water (usually greater than 1,000 gallons)
Brush	B	Primary use is to fight wildland/brush fires
Specialty	S	Used for any other special purpose such as haz-mat, etc.
Utility	U	Any other type of vehicle

B. Portable Radios

Portable radios will be prefixed with the apparatus or individual designation. Multiple portable radios assigned to apparatus will be designated A, B, C, D, etc.

Example: NVF_E1A – Novi FD Engine 1 portable

C. Command and Staff Personnel

Staff and command personnel and vehicles will use current call signs/designations.

Example: WHF_CH1 – White Lake FD Chief 1

D. Fire Stations

Fire station control stations will be identified as XXF_STA# where XX is the department identifier and # is the station number.

E. *Example:* RHF_STA2 – Rochester Hills Fire Station 2

F. Participating Agencies



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Each fire agency participating in the radio system will use an agency specific three character ID for the beginning of the system alias for each radio on the system. The following table outlines the agency codes, primary mutual group, and tier:

AGENCY	ID	PRIMARY MUTUAL AID GROUP	TIER
Addison Township	ADF	MABAS3201	1
Auburn Hills	AHF	MABAS3201	2
Birmingham	BIF	OAKWAY	2
Bloomfield Township	BTF	OAKWAY	3
Brandon Township	BRF	MABAS3201	2
Clawson	CLF	MABAS3201	1
Commerce Township	COF	MABAS3201	2
Farmington Hills	FHF	MABAS3201	3
Ferndale	FEF	OAKWAY	2
Franklin / Bingham	FVF	MABAS3201	2
Groveland Township	GVF	MABAS3201	2
Hazel Park	HPF	OAKWAY	1
Highland Township	HTF	MABAS3201	2
Holly	HVF	MABAS3201	1
Independence Township	INF	MABAS3201	2
Lyon Township	LYF	MABAS3201	1
Madison Heights	MHF	OAKWAY	2
Milford	MIF	MABAS3201	2
North Oakland Fire Authority	NOF	MABAS3201	2
Novi	NVF	MABAS3201	3
Oakland Township	OAF	MABAS3201	2
Oxford Township	OXF	MABAS3201	2
Pontiac	POF	OAKWAY	3
Rochester	RCF	MABAS3201	2
Rochester Hills	RHF	MABAS3201	3
Royal Oak	ROF	OAKWAY	2
South Lyon	SLF	MABAS3201	1
Springfield Township	SPF	MABAS3201	2
Troy	TRF	MABAS3201	3
Walled Lake	WLF	MABAS3201	1
Waterford	WAF	OAKWAY	3
West Bloomfield	WBF	OAKWAY	3
White Lake	WHF	MABAS3201	2
Wixom	WIF	MABAS3201	1



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Examples:

ALIAS	VOICE CALL SIGN	EMS CAPABILITY
FHF_E1	Farmington Hills Engine One	
FHF_E1A	Farmington Hills Engine One Portable	
FHF_A1	Farmington Hills Medic One	Alpha/Bravo
FHF_100	Farmington Hills Fire Chief	
TRF_E11A	Troy Engine One One Portable A	
BIF_A20A	Birmingham Medic Twenty Portable	Alpha/Bravo
BIF_STA2	Birmingham Fire Station Two	

3.6 Clear Speech

All emergency incident communications shall use clear speech. The use of “10” codes or other message codes is not recommended.

3.7 Alerting On-Call Personnel

Fire departments that require on-call personnel alerting will continue to utilize their existing alert system whether VHF or UHF. The capability exists for patches between conventional (VHF, UHF) channels and talk groups. These patches may be operator controlled (dynamic) or hardwired to operate at all times. When a patch is enabled by either method, transmissions originating on an 800 MHz system talk group will be simultaneously broadcast on the conventional VHF or UHF channel.

3.8 Emergency Signaling Operation in Fire Radios

The 800 MHz radio system provides for an emergency signal to be broadcast when a firefighter is in trouble. This portion will describe the Emergency Signaling Operation in Fire Radios.

3.8.1 Emergency Activation Button

1. The emergency activation button is active in fire mobile and portable radios.
2. An emergency alert is initiated by pressing the emergency button for a minimum of ½ second. In order to process and



display emergency activations, each agency is provided with an “emergency talk group.” This talk group is in position 16 of all profiles and is identified as “XXF_EMG.”

3. Both fire mobile and portable radios will receive emergency activation signals from radios within their agency. Emergencies are not activated across agencies when different agencies are operating on the same talk group.

3.8.1.1 Triggered Emergency Signal

- A. When an emergency button is activated in a fire radio in any profile, the triggering radio will do the following:

1. Automatically switch to the XXF_EMG talk group (Agencies using VTAC mobile repeaters in XCOV-TG mode must send emergency alerts on the selected talk group)
2. Send the emergency signal to the dispatch center and all other portable and mobile radios in the agency
3. Sound three long beeps in the triggering radio speaker
4. Transmit on the XXF_EMG talk group with an open microphone for approximately 20 seconds

Any other operating mobile and portable radios from the same agency will receive three long beeps and the display will indicate “EMERGENCY.” Any radio that immediately switches to the XXF_EMG talk group can monitor the open microphone of the triggering radio and can communicate with the declaring user.

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.

- B. Clearing Emergency Signal



The emergency activation may only be cleared by the agency dispatch center or by the triggering radio by pressing the lower side option button and the emergency button on the radio or the speaker microphone.

C. Dispatch Response

1. The following procedure shall be followed when a fire emergency activation is received in the dispatch center:

- a. Attempt to contact the triggering radio and determine if there is an actual emergency condition.
- b. If any incidents are in progress, contact the incident commander, advise that an emergency has been activated, and provide the unit identification of the triggering radio and any information received over the open microphone.

2. If the fire department does not have an active incident:

- a. Based on the open microphone transmission, attempt to determine if the user is under duress or any other emergency is present. If an emergency is present, coordinate the appropriate emergency response.
- b. If the emergency signal appears accidental, attempt to contact the user by radio or other methods. If unable to contact the user, contact the appropriate Fire Department duty officer.
- c. Clear the emergency after identifying the activating radio identification.

3.9 Scanning and Scanning Menus

- A. Traditional conventional radio systems permitted radio users and the general public to easily monitor radio transmissions on multiple channels. Public safety personnel have become accustomed to monitoring channels used by neighboring departments for coordination purposes.



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- B. In the OakWIN system, *Scanning* is defined as listening to other talk groups within the user's selected and global profiles. Scanning should not be used for mission critical communications and should be used with caution.
- C. In addition to the profiles defined previously, each radio has a global profile which may contain up to 16 additional talk groups that may be scanned. The primary dispatch talk groups of the agencies surrounding communities may be placed into the global profile. While the global profile is available for scanning, the user may not access the talk groups in the global profile for transmitting.
- D. During scanning, users must remember that they will only monitor transmissions from talk groups that are active on that user's tower unless the talk groups are selected as P1 and P2. The talk groups designated as P1 and P2 will be routed to the user's tower but will be delivered at a lower priority and should never be used for critical information.
- E. Scanning Modes
 - 1. Lockout Menu
 - a. Users can scan the profile they have selected and the GLOBAL profile. Users can LOCKOUT those talk groups they do not wish to scan by going to the LOCKOUT menu and deselecting those talk groups.
 - 2. P1 and P2 Menu
 - a. A user may select two Primary Scan talk groups (P1, P2) from either the selected profile or the GLOBAL profile. By switching to the P1 and P2 menu of the radio, a user can select two talk groups that will be routed to their tower with a lower priority. Talk groups selected as P1 and P2 have a higher scan priority than the other scanned channels.



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3.10 Key Secure Systems

Devices such as Knox Box Key secure units in fire apparatus may not function properly when connected to digital radio systems. It is suggested that existing key secure systems utilize conventional VHF or UHF radios for access or consider master tracking systems currently available.



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User's Guide EMS Operations



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CHAPTER 4

Emergency Medical Services

The purpose of this policy is to provide a standard method for utilization of the Oakland County 800 MHz Trunked Radio System and provide procedures to be utilized by Emergency Medical Service agencies participating in the radio system.

Adherence to this policy will provide participating EMS agencies with the following benefits:

- Improved hospital communications through use of additional radio resources and technology
- Greatly improved interoperability between EMS agencies and other emergency responders locally and regionally
- Communications capability that is scalable from every day routine operations to major multi-agency incidents
- Direct communication with the Medical Control Authority during an activation of the Oakland County Emergency Operation Center

While it is not practical to designate specific countywide uses for every type of incident, it is appropriate to utilize these guidelines in talk group assignment.

4.1 Talk Groups

In trunked radio systems, a talk group is defined as an operational group of radio users requiring two-way radio communications. The following talk groups have been designated for EMS use.

- A. One talk group for each Oakland County Medical Control Authority hospital including Genesys in Genesee County

D	PROVIDER
DRHOSP	Doctors Hospital
POH	POH Medical Center
SJMC	St. Joseph Hospital-Pontiac
CHMC	Crittenton Hospital
HVSH	Huron Valley-Sinai Hospital
GENESYS	Genesys Regional Medical Center



WBRO	William Beaumont Hospital-Royal Oak
WBTRY	William Beaumont Hospital-Troy
BOTS	Botsford Hospital
PROVSFLD	Providence Hospital-Southfield
PROVNOVI	Providence Hospital-Nov
STJOHNO	St. John Hospital-Oakland
HFWD	Henry Ford West Bloomfield
DMCSURG	DMS Surgical Hospital

- B. One talk group that is common to all Oakland County hospitals and the Oakland County Emergency Operations. This talk group is patched to an MPSCS talk group with the same name at all times.

ID	PROVIDER
63OAKH	All hospitals

- C. One “common” EMS talk group is available to all PSAPs in Oakland County and used by EMS agencies when responding to mutual aid requests

ID	PROVIDER
CW_EMSC	Countywide EMS Common

- D. Four countywide EMS talk groups for coordination of incidents locally and regionally, and used for countywide EMS incidents, mutual aid scenarios with both public and private EMS agencies, and for routine interagency operations where a private EMS agency provides EMS under contract with a municipality

ID	PROVIDER
CW_EMS1	Countywide EMS One
CW_EMS2	Countywide EMS Two
CW_EMS3	Countywide EMS Three
CW_EMS4	Countywide EMS Four

4.2 Open Sky Profiles

A profile is a set of Open Sky trunked talk groups that are organized to meet the operational needs of the mobile and portable radio users. Each profile can have as many as 16 talk groups. A profile can be thought of as a “bank of channels/talk groups”.

- A. Home Profile (HOME1)

1. This profile is for private ambulance radios that do not have other talk groups assigned.



2. This profile contains:
 - a. Countywide talk group CW_EMSC used for hailing PSAPs outside the EMS agency's primary service area
 - b. Countywide talk groups CW_EMS1 through CW_EMS4 used for EMS incident communications and available to all police, fire, and EMS users
 - c. One talk group 63OAKH for interoperability with jurisdictions (Macomb and St. Clair Counties) that participate in Region 2 North
 3. All PSAP dispatch centers in Oakland County are capable of receiving and transmitting on all of the countywide talk groups.
- B. Special Events Profile (EVENT)
1. This profile contains countywide talk groups EV_1 through EV_13.
 2. These talk groups will be used for special pre-planned events such as the Dream Cruise, local festivals, etc. that require usage of a dedicated talk group for interoperability.
 3. These talk groups should be reserved in advance by utilizing the *Event Talk Group Request Form* located in Chapter 15 of this User's Guide.
 4. All PSAP dispatch centers in Oakland County are capable of receiving and transmitting on all of the special events talk groups.
- C. Interoperability with Michigan Public Safety Communications System (INTEROP)
1. This profile contains countywide talk groups 63OAKH, 63MPSC1, 63MPSC2, 63MPSC3, 63MPSC4, and 63MPSC5.
 2. All PSAP dispatch centers in Oakland County are capable of receiving and transmitting on all of the interop talk groups.

4.3 Conventional Mode (Nationwide Interoperability Channels)

- A. This is a separate mode of operation from the Open Sky trunking mode. The conventional channels in this mode operate in an analog mode that is mandated by the Federal Communications Commission (FCC) and are nationally available to all 800 MHz trunked system users regardless of trunking technology. These channels are required



to be present in all 800 MHz public safety communication systems to facilitate interoperability. Currently, the Michigan State Police regional dispatch centers monitor ICALL and ITAC1. The calling channel may be utilized for emergency communications in any areas served by 800 MHz trunked radio systems.

- B. PSAP dispatch centers in Oakland County are not capable of receiving and transmitting on any of the ITAC channels.

4.4 Conventional Mode Template

	"7-TAC 2"	"7-TAC 1"	"I-TAC"	"8-TAC"	"D-TAC"
CH.	Alias	Alias	Alias	Alias	Alias
1	7TRVL70D	7CALL50D	I-CALL	8CALL90	7FTAC1D
2	7TAC75D	7TAC55D	I-CALL D	8CALL90D	7FTAC2D
3	7TAC76D	7TAC56D	I-TAC 1	8TAC91	7FTAC3D
4	7MOB79D	7MOB59D	I-TAC 1D	8TAC91D	7GTAC4D
5	7LAW81D	7LAW61D	I-TAC 2	8TAC92	7GTAC5D
6	7LAW82D	7LAW62D	I-TAC 2D	8TAC92D	7LTAC6D
7	7FIRE83D	7FIRE63D	I-TAC 3	8TAC93	7LTAC7D
8	7FIRE84D	7FIRE64D	I-TAC 3D	8TAC93D	7LTAC8D
9	7MED86D	7MED65D	I-TAC 4	8TAC94	7MTAC9D
10	7MED87D	7MED66D	I-TAC 4D	8TAC94D	7NTAC10D
11	7TRVL70	7CALL50	I-TAC 4D	8TAC94D	7NTAC11D
12	7TAC75	7TAC55	I-TAC 4D	8TAC94D	7NTAC12D
13	7MOB79	7MOB59	I-TAC 4D	8TAC94D	I-TAC 1D
14	7LAW81	7LAW61	I-TAC 4D	8TAC94D	I-TAC 2D
15	7FIRE83	7FIRE63	I-TAC 4D	8TAC94D	I-TAC 3D
16	7MED86	7MED65	I-TAC 4D	8TAC94D	I-TAC 4D

4.5 Hospital Equipment

Each participating hospital/medical facility is equipped with two control stations. While these control stations are programmed identically, under normal conditions one of the control



stations will be set on the 63OAKH talk group and the other control station will be on the hospital's dedicated talk group.

In addition, both control stations will have an audible warning chime that will sound when an EMS unit transmits on the hospital's primary talk group. Each console will have a separate chime. To accommodate the maximum number of users, the chime can be placed on any electrical outlet within 5 feet of the console.

A. Procedure for Use of Hospital Consoles*

1. Upon notice of an incoming call on the console, the staff should:
 - a. Lift the handset on the radio
 - b. Press the transmit/reset button
 - c. All incoming traffic on the radio will be audible through the handset AND the speaker on the console to facilitate multiple clinicians listening to the radio report:
 - i. Handset in cradle-Audible signal
 - ii. Handset off cradle- Handset only
 - d. Depress the transmit button the neck of the handset
 - e. Speak slowly and clearly into the handset
 - i. Example: "Go ahead Beaumont Royal Oak"
 - f. When the conversation is concluded, replace the handset on the console

***Important: Use the handset with ALL transmissions. Talk within 2 inches of the mouthpiece of the handset.**

4.6 Calling Procedure

A standardized method of communicating with units and between departments will ensure effective communications. Agencies are encouraged to practice these methods so use will become natural. Called-party-first or receiver-from-sender shall be the standard method for establishing contact with another unit.



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To avoid confusion, a standard format using the agency's name, level of service, and unit number shall be used to designate units. For example, "Alliance Bravo 482, Community Alpha 712, Oxford Alpha 311".

A. Calling Hospitals

1. When EMS users are communicating with hospitals, they should utilize their agency name, level of service, and unit number.
2. Unit numbers are assigned through the MCA.
3. Example: "St. John's Oakland from Alliance Alpha 428"
"Go ahead for St. John's Oakland"

B. Agency Calling Another Agency

1. Example: "CEMS Alpha 712 from Star Alpha 638 on Countywide EMS1"

4.7 Operational Considerations

A. Emergency Button

1. The emergency alerting capability is not enabled on EMS radios utilized by private providers

B. Transmit Timer

1. The transmit timer on all radios is set at 30 seconds
2. Lengthy transmissions **MUST** be divided into parts that do not exceed 20 to 25 seconds each
3. If a radio remains in transmit for 30 seconds, a tone will sound and the radio will stop transmitting

C. Ambulance Transmissions

1. Radio transmissions from the patient compartments of ambulances can be problematic due to the shielding effect of the ambulance vehicle



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2. Use of an external antenna and/or vehicle charger may improve the system coverage in ambulance vehicles

D. Protocols/Procedures

1. Oakland County Medical Control Authority (OCMCA) regulates EMS communications
2. Chapter 3 of the OCMCA Policy and Procedure Manual details procedures for EMS communications

4.8 Mass Casualty Incident Operations

A. Number of Patients/Choosing an Incident Type

1. The number of should not determine if the incident is a multiple patient incident or the mass casualty incident (MCI) level.
2. The incident commander (IC) determines if the incident will be handled as a multiple patient incident or MCI. The incident commander will also select which level MCI the incident will be classified as (level 1, 2, or 3). This decision will be based on the command structure and communication plan the IC would like to put in place to manage the incident.
3. *Example: Royal Oak Fire may respond to an incident involving 15 patients and choose to handle it as a multiple patient incident, call no mutual aid, and have all communications on their primary dispatch frequency, ROF_FD1.*

OR

4. *Example: Addison fire may respond to an incident involving 9 patients and choose to declare a level 1 MCI. Addison's Incident Commander may elect to switch to a tactical channel. The incident commander would assign a EMS Group Leader. Ambulances from Oakland, Oxford, Brandon, Alliance, and STAR would all contact the EMS Group Leader on CW_EMSC when they are approaching the scene.*

B. Multiple Patient Incident Protocol

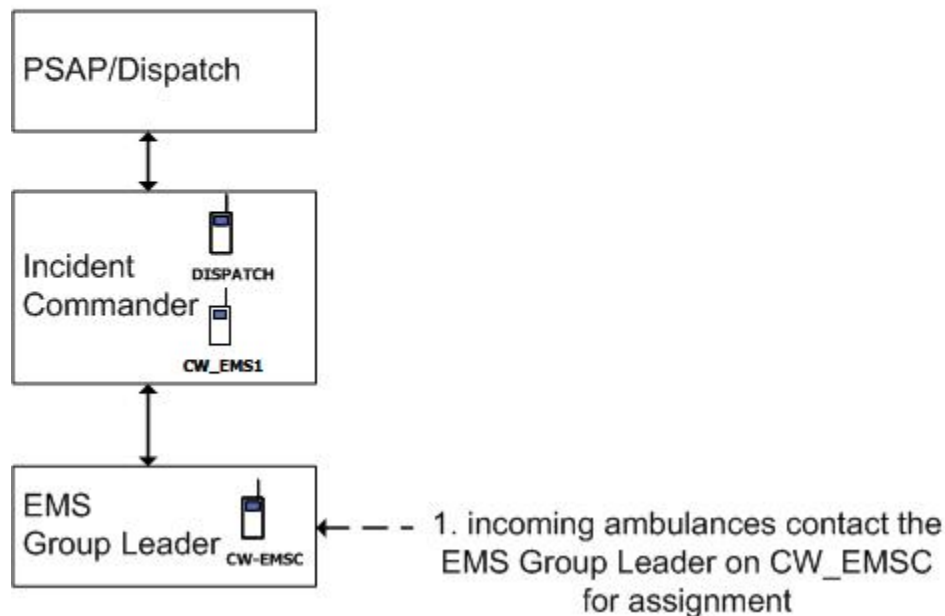
1. A multiple patient incident may be handled by a single large agency, or several small agencies using their existing mutual aid procedures.



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2. *Example: A two-car, motor vehicle accident with four patients*
 3. The incident commander will assign incoming EMS units to patients, as the EMS units arrive on scene.
 4. On scene communications will be handled using existing agency or mutual aid policies.
 5. Each ambulance will contact the appropriate hospital using existing communication protocol. All EMS units will follow existing treatment and transportation protocols.
- C. Level 1 Mass Casualty Incident Protocol

MCI Level 1





1. A level 1 mass casualty incident is expected to use resources from a single mutual aid region. An incident commander should consider declaring a level 1 MCI when he or she believes deploying triage tags and having all incoming ambulances on a single channel will improve the management of the incident. Sufficient EMS units should arrive rapidly enough to transport all patients.
2. *Example: A car loses control and drives into a crowd at Arts, Beats & Eats. Twelve people are hurt. By-standers helping patients have blood on them and it is difficult to distinguish patients from by-standers.*

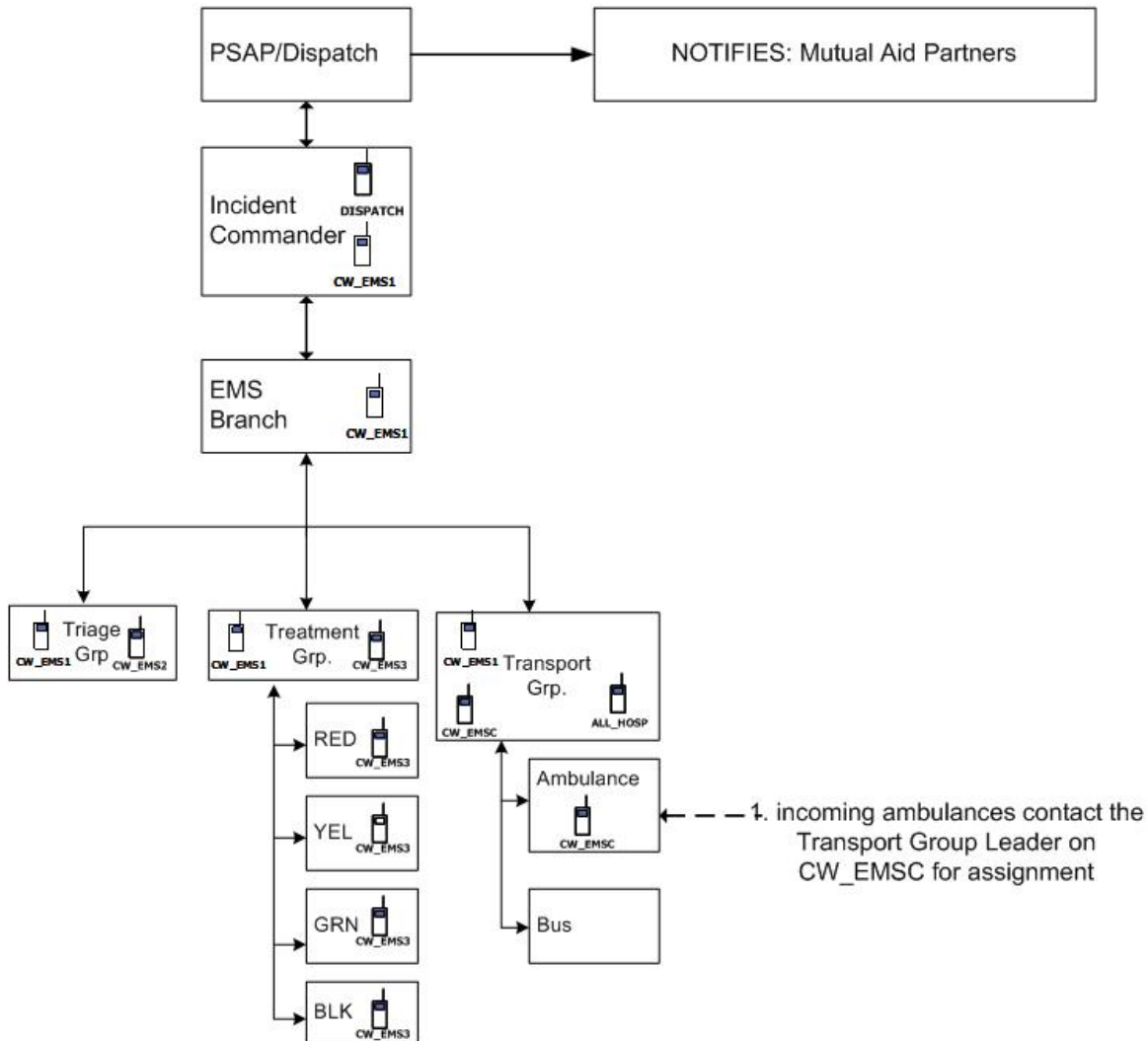
OR

3. *Example: A multi-vehicle accident occurs on I-75 and Sashabaw. There are nine people injured, with patients in both the Northbound and Southbound lanes. Ambulances from several jurisdictions are responding.*
4. The incident commander will assign an EMS Group Leader. The EMS Group Leader will wear an orange vest. The EMS Group Leader will perform or oversee the deployment of triage tags.
5. The IC will notify area hospitals of a Level 1 MCI.
6. All incoming ambulances will contact the EMS Group Leader on CW_EMSC for assignment. The EMS Group Leader will determine each patient's hospital destination, including which patients will be transported to a trauma center.
7. Each transporting ambulance will contact the receiving hospital using current communication protocol. All EMS units will follow existing treatment protocols.



D. Level 2 Mass Casualty Incident Protocol

MCI Level 2





1. A level 2 mass casualty incident is expected to use resources from two or more mutual aid regions. An incident commander should consider declaring a level 2 MCI when he/she believes triage tags alone will not be effective in sorting the number of patients on the scene, and/or the number of patients on the scene will exceed the number of ambulances expected to rapidly arrive, creating the need for a centralized treatment area.
2. *Example: A Greyhound bus returning from the casino overturns on an exit ramp from M-59 to I-75. 48 people are trapped and/or injured.*

OR

3. *Example: A fire occurs at a dance club in Ferndale, resulting in a stampede. 70 people are suffering from burns, smoke inhalation, and traumatic injuries.*
4. The IC will direct the Transport Group Leader to notify all county hospitals on 63OAKH that there is a Level 2 MCI response in progress. The incident commander will request an MCI trailer to respond.
5. The Incident Commander will assign an EMS Branch Director to manage all EMS operations. The EMS branch director will assign a Triage Group Leader, a Treatment Group Leader, and a Transportation Group Leader. All positions will wear an orange vest.
6. The EMS Branch Director will operate on CW_EMS1. The Triage Group Leader, Treatment Group Leader & Transport Group Leader will monitor CW_EMS1 and use this talk group when needed to contact the EMS Branch Director.
7. The Triage Group will operate on CW_EMS2. The Treatment Group will operate on CW_EMS3. The Transport Group will operate on CW_EMSC.
 - a. The Triage Group Leader, and any personnel assigned to the Triage Group (if any), will conduct triage using the START triage system, and deploy triage tags.
 - b. The Treatment Group Leader, and any personnel assigned to the Treatment Group (if any), will set up treatment area using red, yellow, green, and black tarps. The treatment group will provide care & comfort to all patients while awaiting transport. All medical treatment will be pre-radio.



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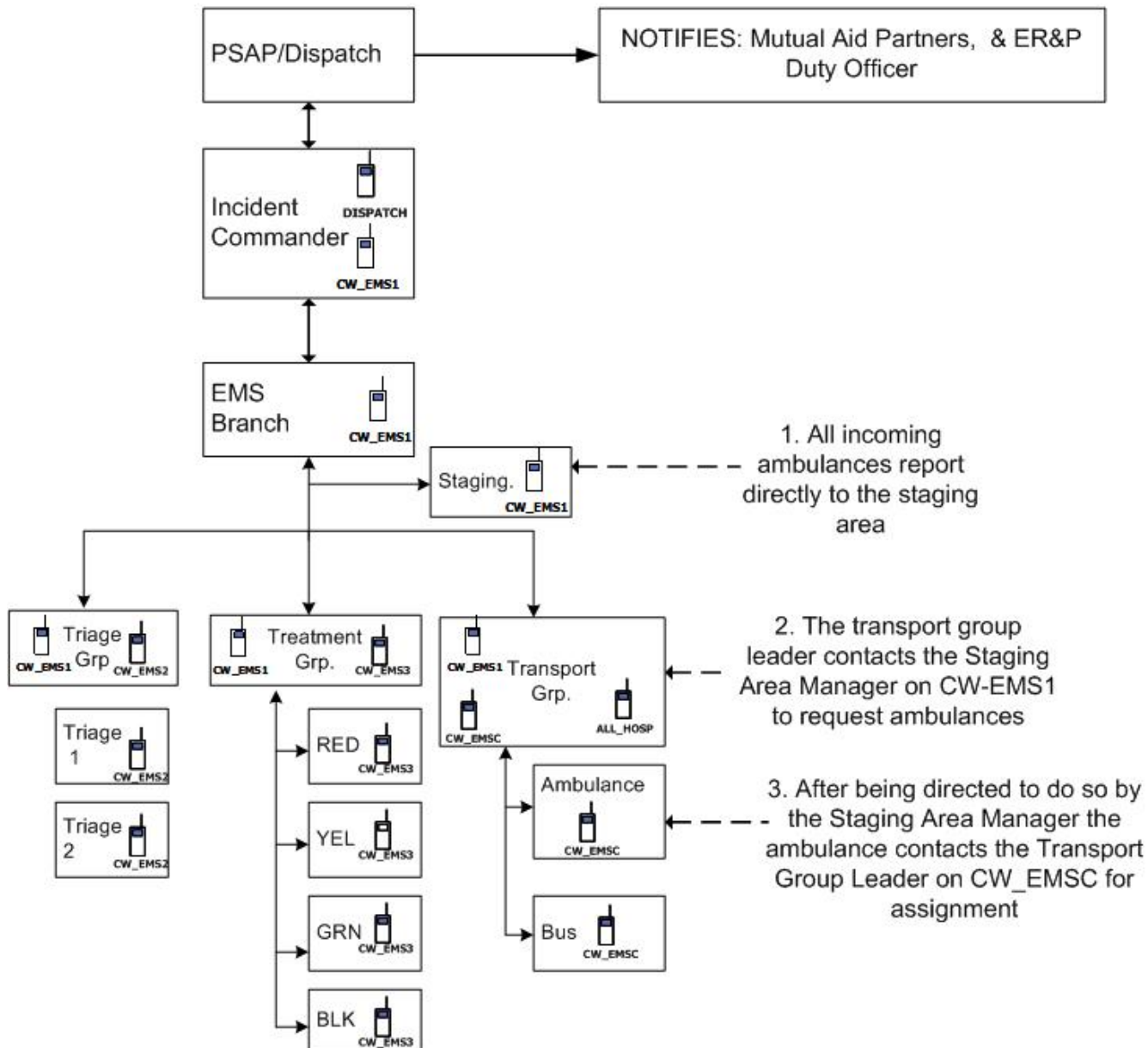
- c. The Transport Group Leader, and any personnel assigned to the Transport Group, will coordinate incoming ambulances, and mass transit vehicles. All incoming ambulances shall stage at least 1000' from the incident, and contact the Transport Group Leader on CW_EMSC for direction.
 - d. The Transport Group will coordinate with local hospitals on the 63OAKH talk group to determine each patient's hospital destination, including which patients will be transported to a trauma center. Once notified of a Level 2 MCI, all county hospitals shall assign a person to the hospital radio until all priority 1 and 2 patients are transported off the scene of the MCI. The Transport Group Leader (or designee) will contact each hospital on talk group 63OAKH. The Transport Group will provide each hospital with the age, sex, priority, and chief complaint of each inbound patient.
8. Transporting units will not contact the receiving facility, unless urgent medical direction is needed. All treatment shall be pre-radio.
9. After delivering a patient to the hospital with verbal report and completed triage tag, ambulances may return to service without completing a full patient care report (PCR). EMS crews must complete report while in-service and fax it to the receiving hospital. PCR should include triage tag number.



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E. Level 3 Mass Casualty Incident Protocol

MCI Level 3



THESE POLICIES AND PROCEDURES ARE DESIGNED TO PROTECT THE HEALTH, SAFETY, AND WELFARE OF ALL OAKLAND COUNTY RESIDENTS. THE DISSEMINATION OF THIS DOCUMENT IS RESTRICTED TO PUBLIC SAFETY PERSONNEL ONLY.



1. A level 3 mass casualty incident is expected to use or exceed the resources from every mutual aid region in the county. An incident commander should consider declaring a level 3 MCI when he/she believes the number patient is so great that EMS units may have to make return trips to the scene and hospital, and/or numerous ambulances from outside Oakland County may need to be called in, and/or Oakland County hospital capacities may be overwhelmed.
2. *Example: A commercial aircraft crashes at Pontiac Oakland Airport; 90 people are seriously injured.*

OR

3. *Example: A toxic gas plume is released from an industrial complex in Madison Heights, 150 people injured, many more “worried well”.*
4. In addition to the procedures used in a Level 2 MCI the following actions should be taken:
 - a. The incident commander should assign an EMS staging area. The incident commander should assign an EMS Staging Area Manager. The EMS staging area manager should operate on CW_EMS1.
 - b. All incoming ambulances should report to the staging area. The Staging Area Manager will send additional ambulances to the scene when requested by the Transport Group Leader.
 - c. The Treatment Group Leader should assign a Treatment Area Manager to each of the four treatment areas. Each manager shall wear an orange vest. The entire treatment group will continue to operate on CW_EMS3. The OCMCA physician medical director will be available for medical direction to the Treatment Group Leader on CW_EMS3.
 - d. The Triage Group will operate on CW_EMS2 and the EMS Branch Director will operate on CW_EMS1.

4.9 Region 2 North Interoperability

The Region consists of Macomb, Oakland and St. Clair counties. The purpose of the region is to provide a framework for coordinating preparedness activities across jurisdictional boundaries within the region. The planning board for the region is composed of members representing hospitals, ambulance services, fire departments, public health departments,



medical control authorities, and other entities with a responsibility to respond to a regional emergency that impacts the public health. The core component of this system is the Modular Emergency Medical System (MEMS).

A. Modular Emergency Medical System (MEMS)

MEMS is composed of six main functional groups all of which are designed to operate within the National Incident Management System. Of those six groups, three have communications needs that must be addressed in the context of OakWIN.

B. Alternative Care Center (ACC)

An ACC is designed to treat patients who need more extensive care such as hydration or pain management than can be provided in other MEMS components. This component is typically established in a large indoor space such as a high school gymnasium. An ACC is not designed to provide acute critical care for patients requiring mechanical ventilation. Patients admitted to an ACC may be admitted for end of life care utilizing the hospice concept. The ACC concept also facilitates cohort isolation of patients with the same type of infection or exposure. Patients are only admitted to an ACC by referral, there are no walk-ins.

C. Casualty Transportation Systems (CTS)

The Casualty Transportation System provides inter-facility transportation of patients within the components of the MEMS model. For example, they may be utilized to transport non-critical patients out of existing hospitals to other facilities in order to free up bed space for casualties requiring hospitalization in an acute care facility. Assets allocated for use by the CTS are not available for use in the 911 system to provide EMS care. Currently three Oakland County ambulance services, Alliance Mobile Health, Community EMS, and Star EMS, make up the Oakland County CTS.

D. Medical Coordinating Center (MCC)

As of January 2007, the regional Medical Coordinating Center will be contained within the Oakland County EOC. The purpose of this component is to coordinate the provision of medical services in the event a public health incident crosses County lines. The MCC will be a communications hub with interoperability with Oakland, Macomb, and St. Clair County MEMS components, hospitals, and Emergency Operations Centers. The MCC will coordinate the activation of the CTS, establishment of ACC, and will facilitate communications between them. The MCC will also track the allocation of resources and patient load to ensure a balanced response. The MCC will help facilitate

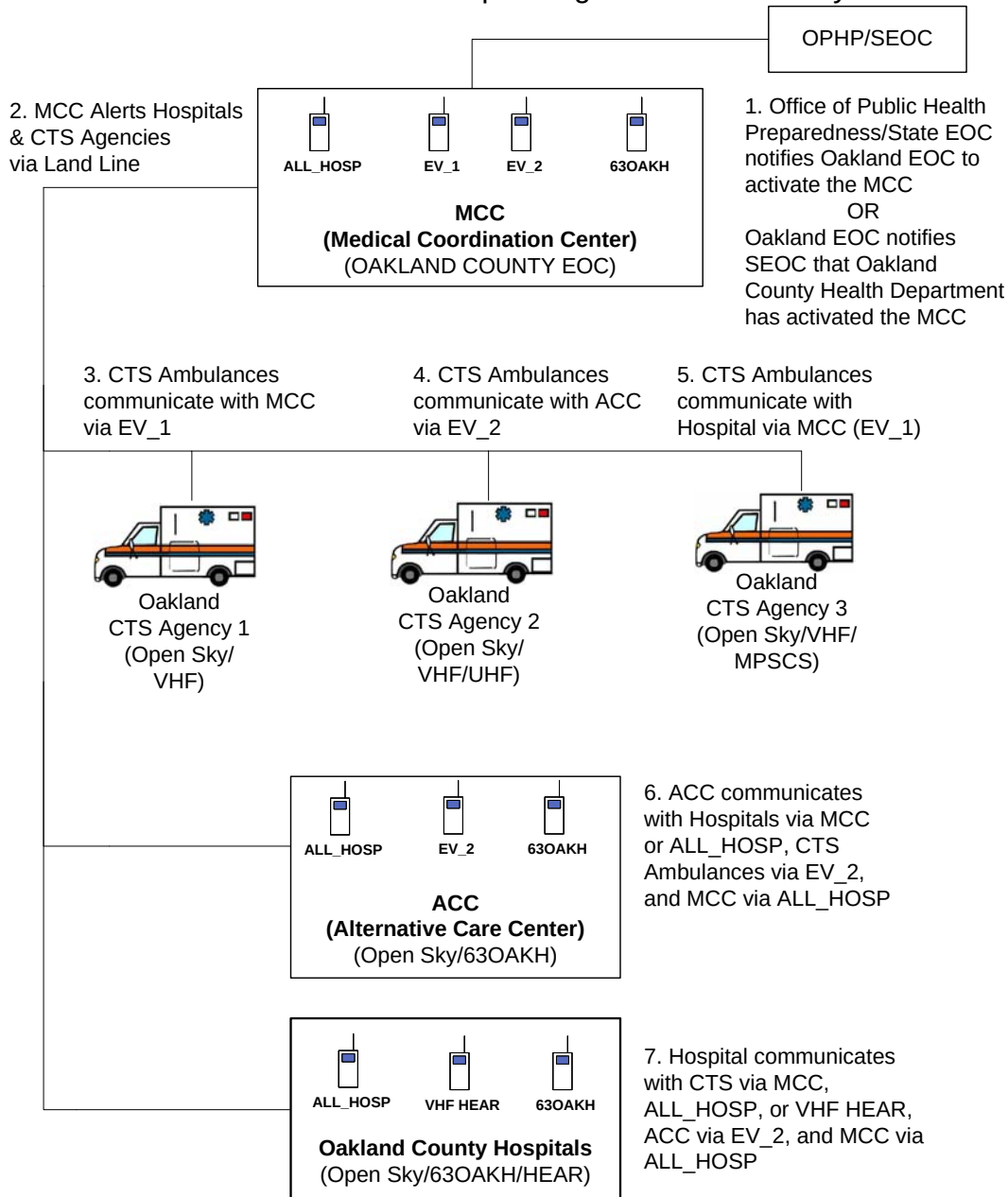


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standardization and inter-operability of health care operations and ensure optimum and efficient use of resources within the MEMS model.

Oakland County CTS agencies and ACC sites will be equipped with radios on Open Sky. Macomb County and St. Clair County CTS agencies will utilize the MPSCS for communications with Oakland ACC and CTS entities. The following scenarios outline possible methods to employ to achieve interoperable communications.

E. MEMS – Oakland CTS Operating in Oakland County



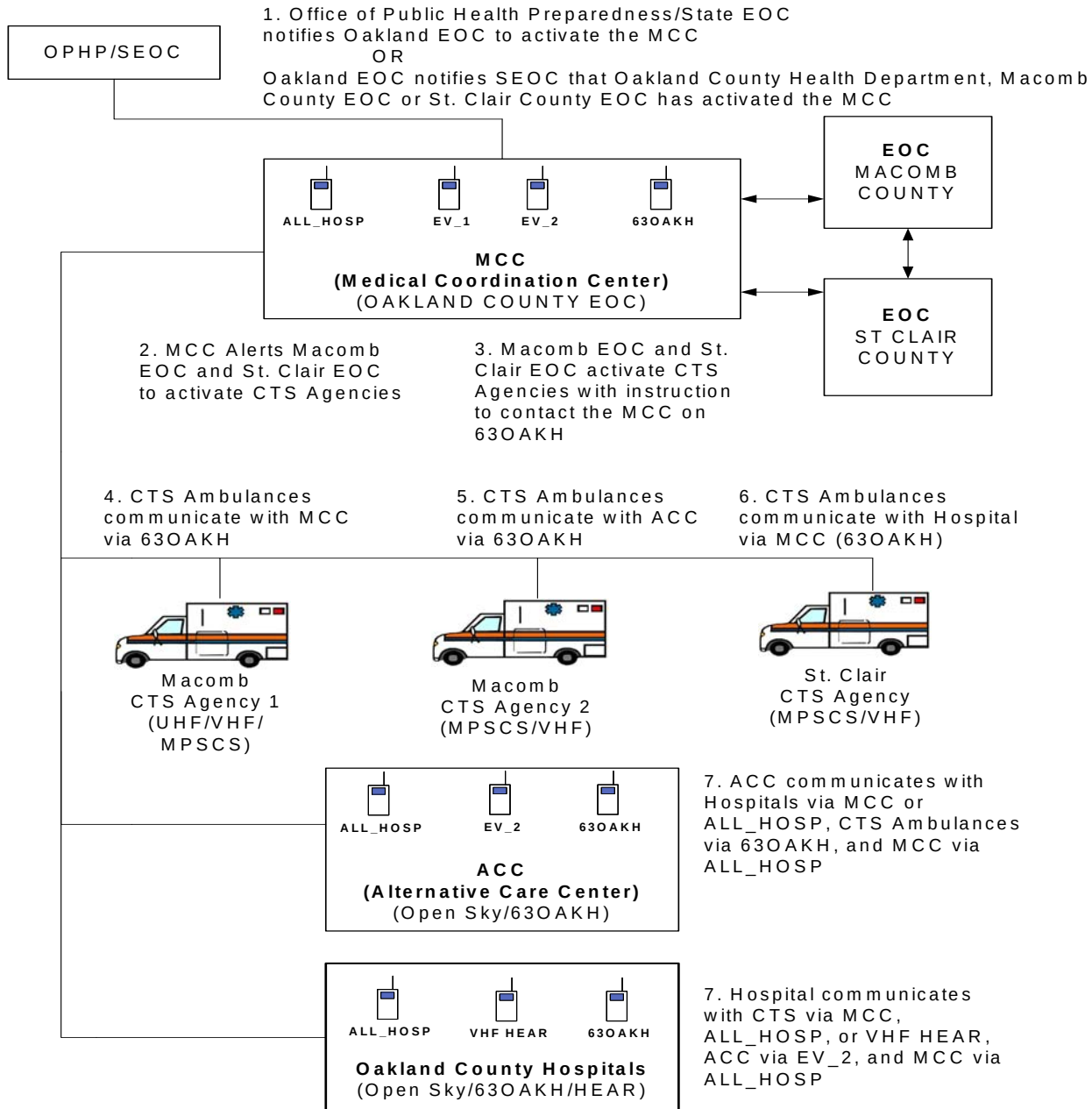
In this scenario, a localized outbreak of Tularemia involving 2500 patients is overloading the hospital systems in Oakland County. The Modular Emergency Medical System (MEMS) is activated by the proper authority. The Medical Coordinating Center (MCC) is activated at the Oakland County EOC. The MCC activates the Oakland Casualty Transportation System (CTS) by land line. Oakland CTS ambulances contact the MCC on EV_1 for assignment. To



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communicate with Hospitals, CTS ambulances route communications through the MCC for patient and resource tracking purposes. All CTS agencies have the capability of contacting the hospital on 63OAKH or VHF HEAR, if directed to do so by the MCC. CTS ambulances can contact the ACC via EV_2.

F. MEMS – Macomb & St. Clair CTS Operating Oakland County



In this scenario, an outbreak of Bubonic Plague spreads to 5000 patients and is overloading the hospital systems in Oakland County. MEMS is activated. The MCC is activated at the Oakland County EOC. Oakland CTS agencies are overwhelmed with patients. The MCC requests that the Macomb County EOC and St Clair County EOC activate CTS resources



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within their jurisdiction. Macomb & St. Clair County CTS ambulances contact the MCC on 63OAKH for assignment. To communicate with Hospitals, CTS ambulances route communications through the MCC for patient and resource tracking purposes. All Macomb and St. Clair CTS agencies have the capability of contacting the hospital on VHF HEAR, or the 63OAKH MPSCS interop talk path if directed to do so by the MCC. CTS ambulances can contact the ACC via 63OAKH.



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User's Guide Scenarios



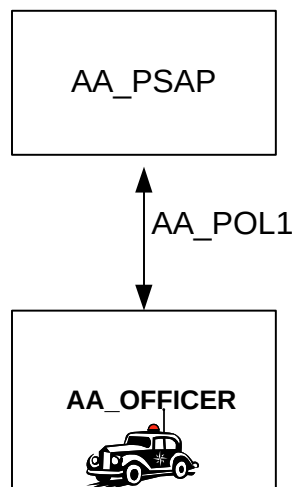
CHAPTER 5

Scenarios

This Chapter contains all the police, fire, and EMS scenarios found in this User's Guide. It was developed as a quick reference for day-to-day operations and when interoperability with outside agencies is needed.

5.1 Police Scenarios

- A. Scenario 1
POLICE – Day-to-Day Routine Operations

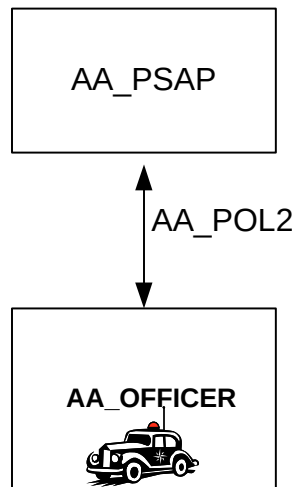


The police dispatcher calls for Officer AA on the primary police talk group and Officer AA answers. Talk group AA_POL1 is used for day-to-day operations.



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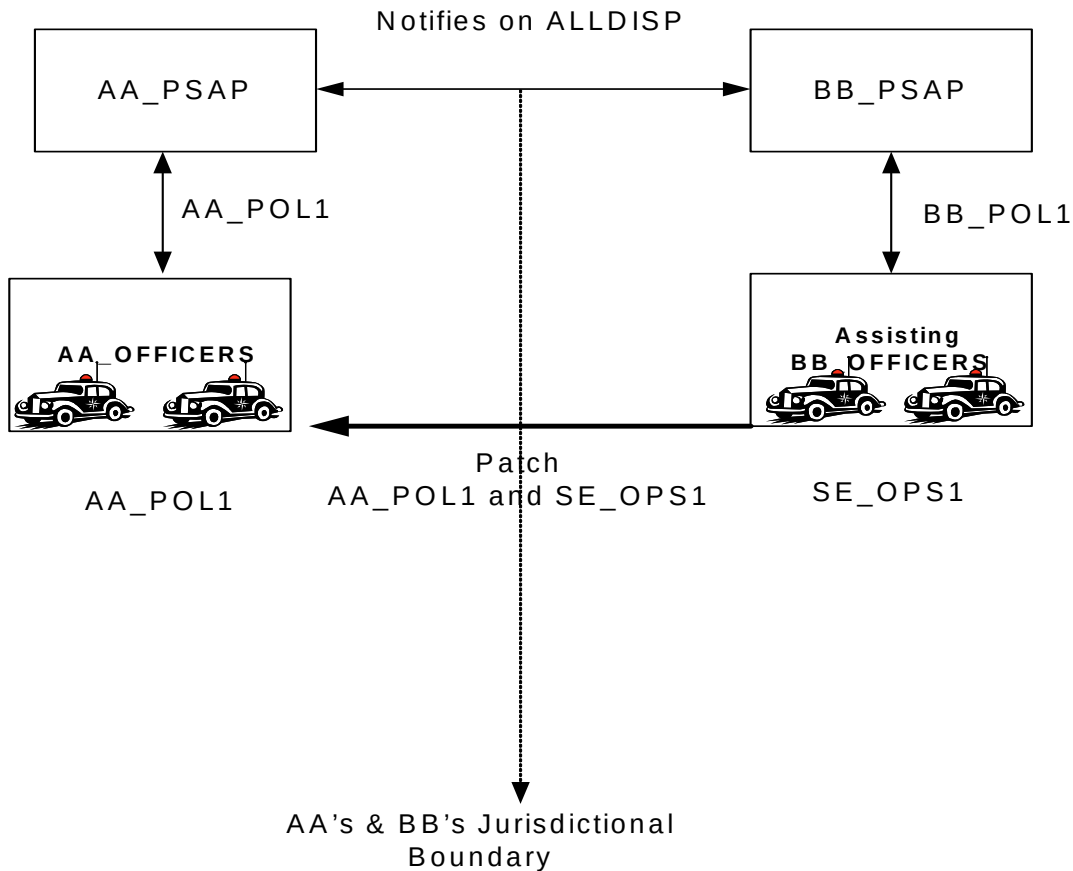
To conduct LEIN queries or other non-critical communication between dispatch and home agency users, AA_POL2 can be used. AA_POL2 can also be used as an alternate dispatch talk group.





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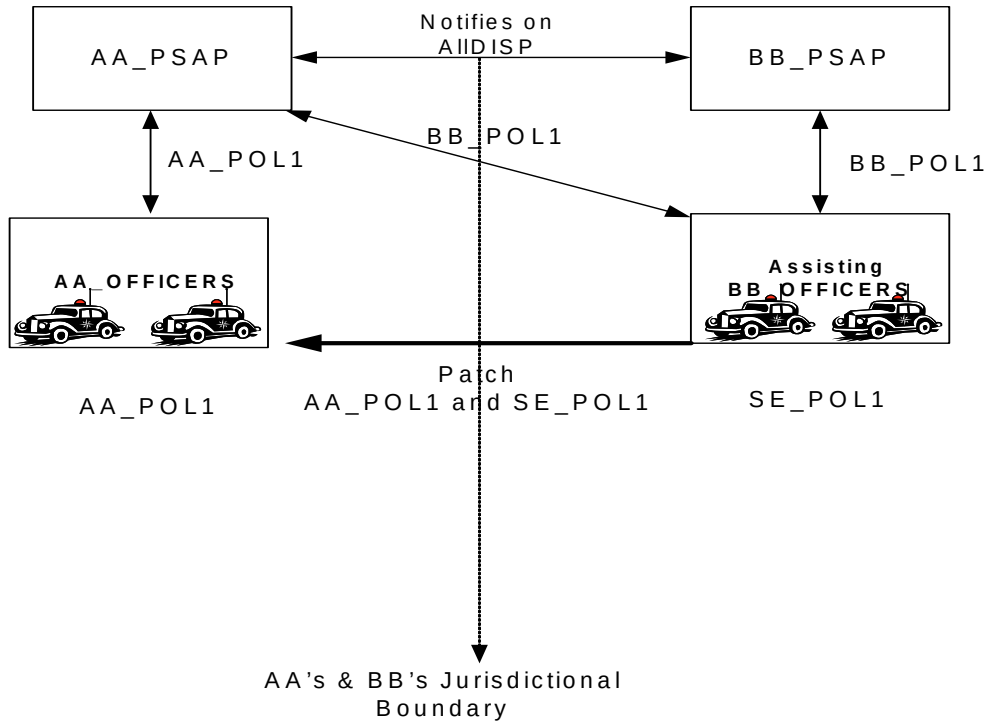
B. Scenario 2
POLICE – Requesting Assistance from Another Jurisdiction
Non-Life Threatening Emergency



Department AA requests assistance from Department BB. AA_PSAP relays that request for assistance from BB_PSAP on ALLDISP. AA_PSAP patches AA_POL1 to SE_OPS1 or other available regional or countywide talk group. Assisting BB Department has its responding officers switch to SE_OPS1 and monitor while in route and check in upon arrival on scene.

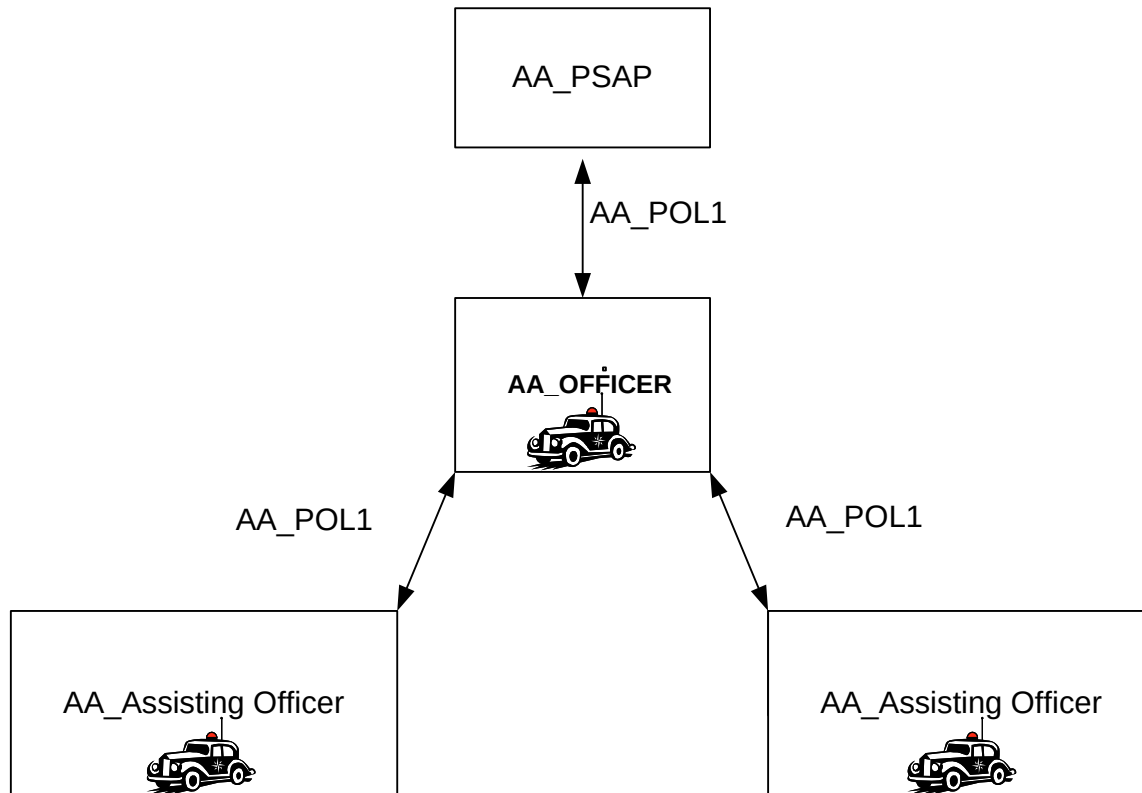


C. Scenario 3
POLICE – Requesting Assistance from Another Jurisdiction
Life Threatening Emergency



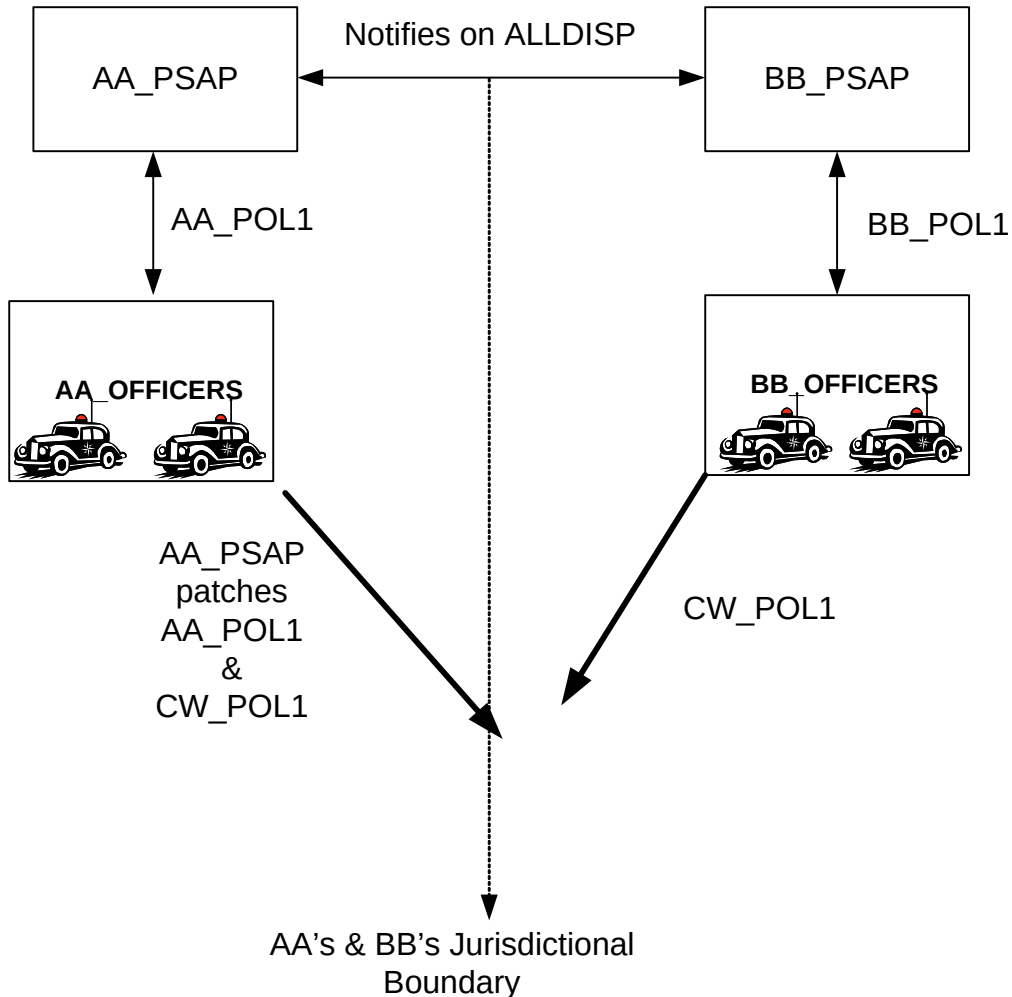
Department AA_PSAP simulelects AA_POL1, BB_POL1, ALLDISP to get critical information out. AA_PSAP assigns a regional or countywide talk group and requests assistance from Department BB. AA_PSAP patches AA_POL1 to SE_POL1. Assisting BB Department has its responding officers switch to SE_OPS1 and monitor while in route and check in upon arrival on scene.

D. Scenario 4
POLICE – Single Agency Pursuit



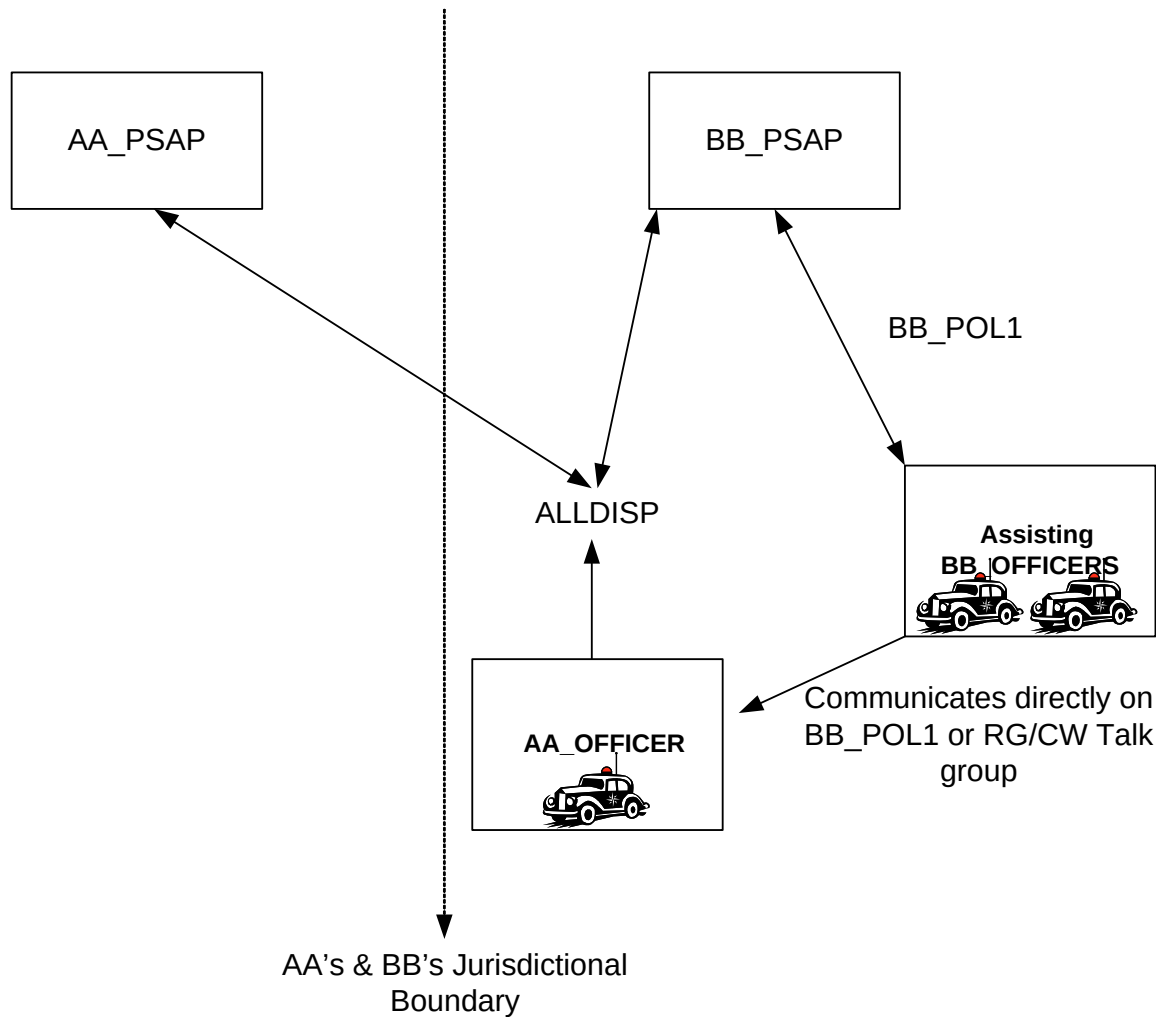
AA_Officer initiates a pursuit within its own jurisdiction. The pursuit is broadcast on primary dispatch AA_POL1 and assisting units respond. Dispatch AA coordinates pursuit and has the option to move non-critical radio traffic to alternate dispatch talk group AA_POL2.

E. Scenario 5
POLICE – Multi-Agency Pursuit



AA_Officers are engaged in a pursuit 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.

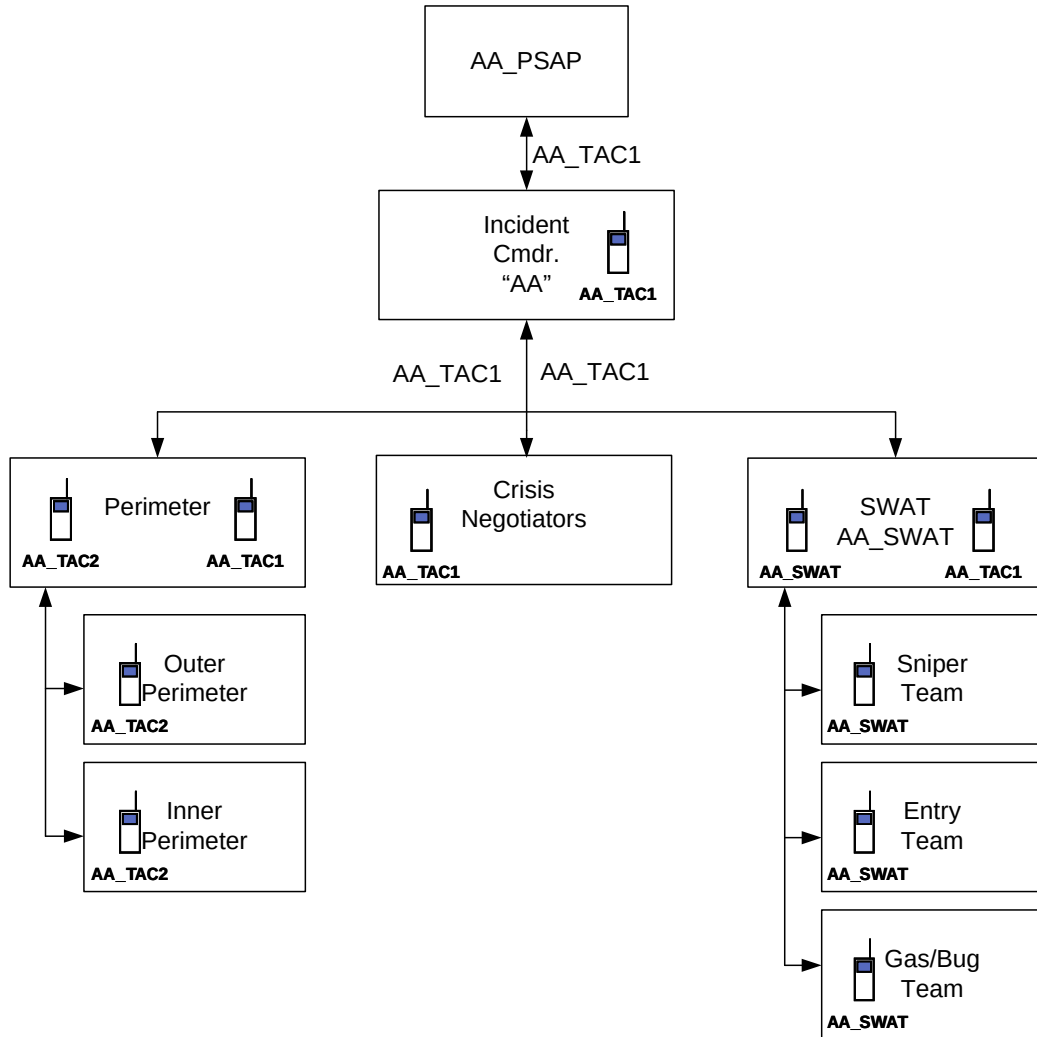
F. Scenario 6
POLICE – Outside Agency Request for Assistance



AA_Officer while traveling in BB jurisdiction notifies BB_PSAP on ALLDISP of a possible police action that needs to be addressed such as a vehicular accident, drunk driver etc.

BB_PSAP either patches ALLDISP to the BB_POL1 if incident needs immediate attention, or has AA_Officer switch to a regional talk group and patches that regional talk group to BB_POL1.

G. Scenario 7
POLICE – Tactical Operations, Barricaded Gunman



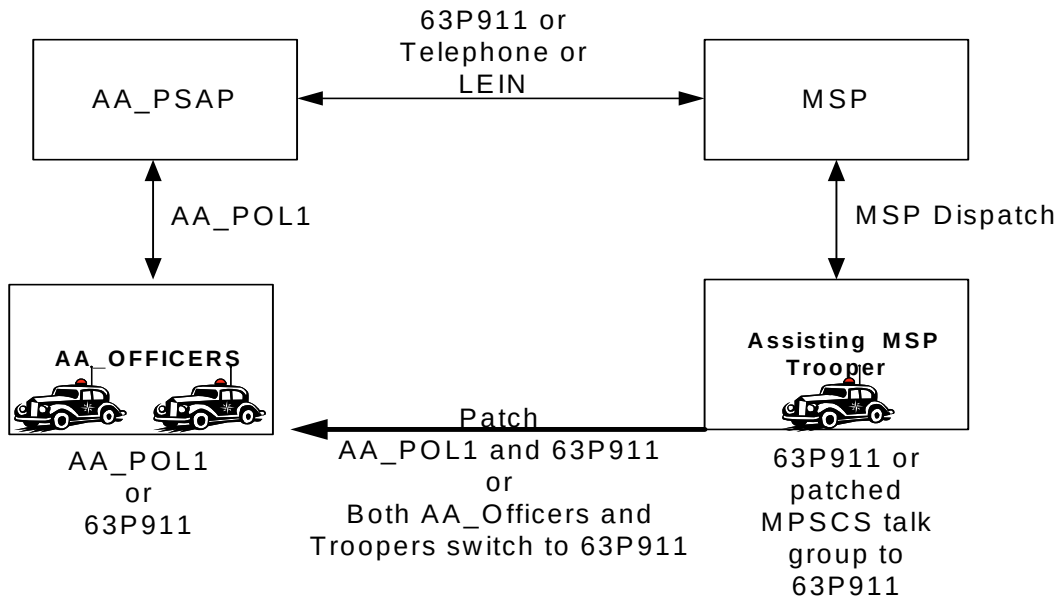
Department AA responds to a situation where a SWAT team and perimeter are needed. AA_TAC1 is used as the command talk group to communicate with the branch leaders.

If AA_PSAP requests assistance through ALLDISP from a neighboring community, then AA_PSAP would assign a RG_OPS talk group. This RG_OPS talk group is announced to the responding local agencies. The Incident Commander would then decide whether or not AA_PSAP would patch that regional talk group to the talk group being used by that branch or have everyone in that branch switch to the regional talk group.



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H. Scenario 8
POLICE – Interoperability with Michigan State Police
Day-to-Day Operations

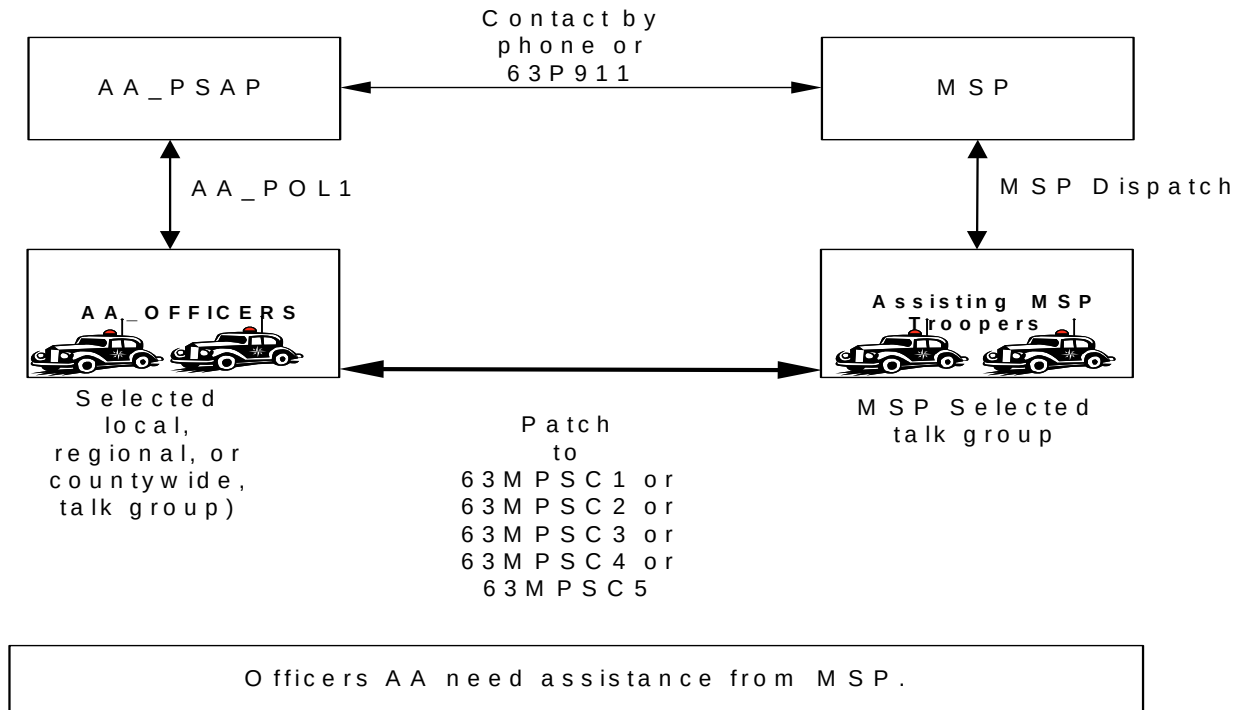


Department AA requests assistance from the Michigan State Police. Department AA contacts MSP dispatch on 63P911 and asks for assistance. MSP contacts its assisting unit(s) and has them either switch directly to 63P911 or patches 63P911 to a MPSCS talk group. Depending on the severity of the situation, AA_PSAP can also either patch AA_POL1 to 63P911 or has its units switch to 63P911 to communicate with the responding Troopers.



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I. Scenario 9
POLICE – Interoperability with Michigan State Police
Special Event Operations

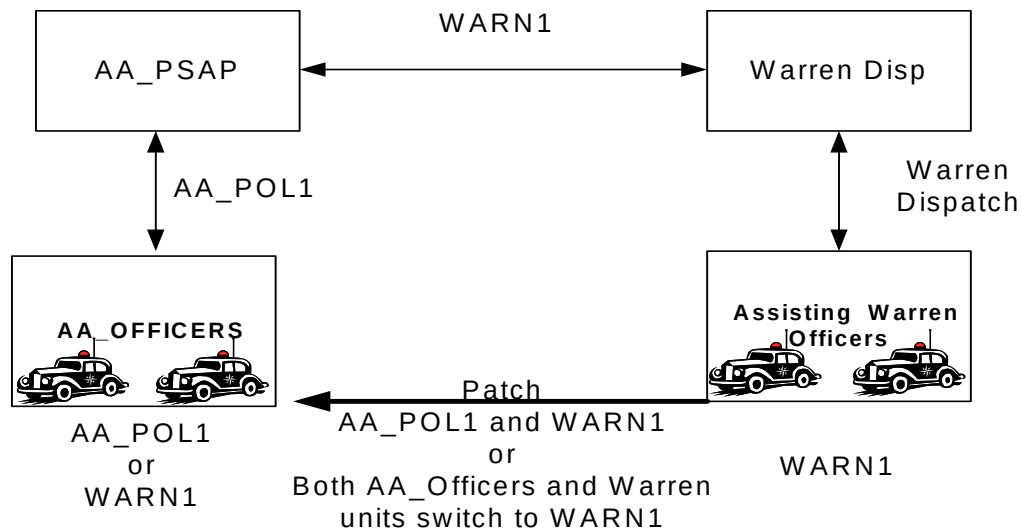


Department AA requests assistance from the Michigan State Police on a scheduled special event such as the Dream Cruise. MSP selects one of its EVENT talk groups such as EVENT01, EVENT02, EVENT03, EVENT07, EVENT08, EVENT09 for its Troopers to work on and advises the assisting Troopers and AA_PSAP. AA_PSAP patches their selected special event talk group such as EV_1 to 63MPSC1 and MSP will patch their EVENT01 to 63MPSC1. Now both Troopers and AA_Officers have interoperability during the event.



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J. Scenario 10
POLICE – Interoperability with Warren Police Department

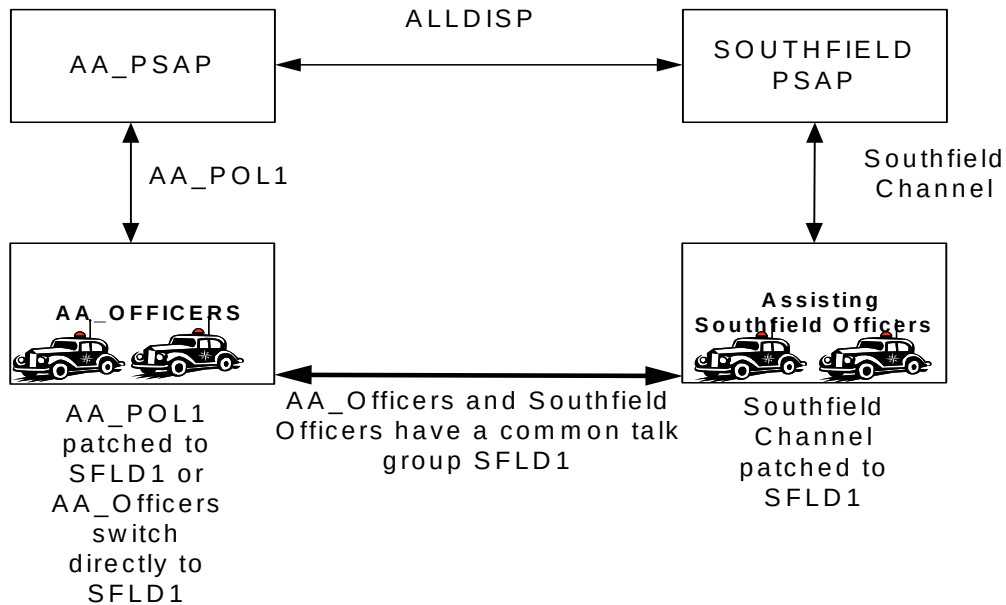


Department AA requests assistance from the City of Warren Police or Fire Departments. Department AA contacts Warren dispatch on WARN1 and asks for assistance. Warren Dispatch contacts its assisting unit(s) and has them switch to WARN1.

Depending on the severity of the situation, AA_PSAP can either patch AA_POL1 to WARN1 or has its units switch to WARN1 to communicate with the responding Warren Officers.



K. Scenario 11
POLICE – Interoperability with Southfield Police Department

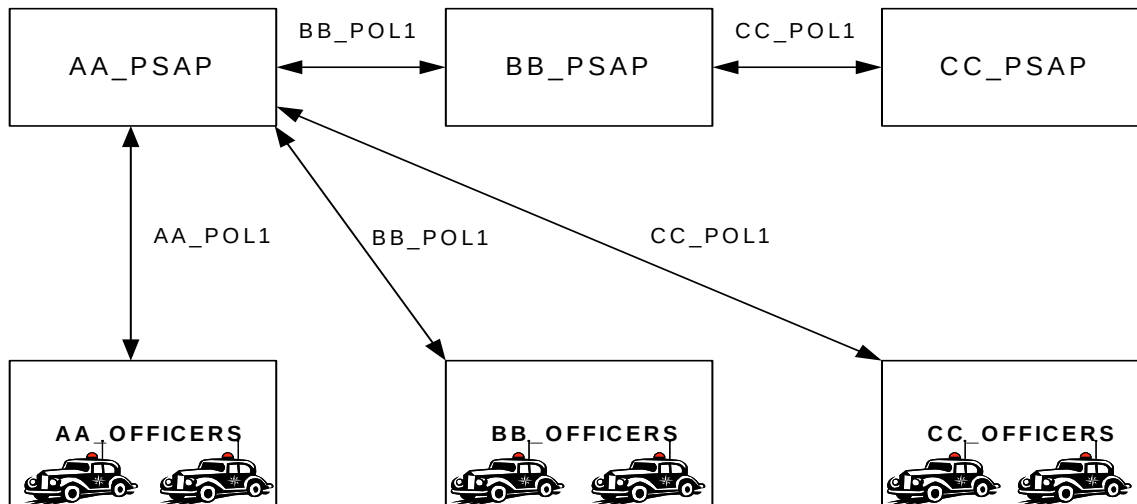


Department AA requests assistance from the Southfield Police Department on ALLDISP. Southfield PSAP patches one of their radio channels to the common OakWIN Southfield talk group SFLD1. Depending on urgency and situation, AA_PSAP either patches AA_POL1 to SFLD1 or has its officers switch over to SFLD1. Southfield Officers and AA_Officers now directly communicate.



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L. Scenario 12
POLICE – BOL Prior Approval

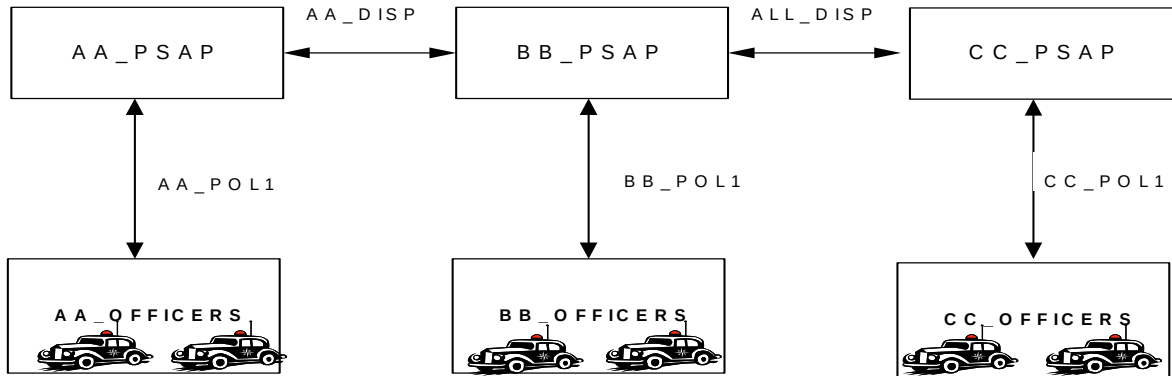


Department AA must get critical information out to the surrounding communities. AA_PSAP “SIMULSELECTS” those communities primary dispatch talk groups BB_POL1 and CC_POL1 and dispatches that information over their primary talk group.

This SIMULSELECT BOL should only be used for those incidents that require emergency notification and has been approved by those surrounding communities.



M. Scenario 13
POLICE – BOL Using ALLDISP



Department AA must get critical information out to the surrounding communities. AA_PSAP sends out a quick message on ALLDISP that they (AA_PSAP) will be transmitting a B.O.L. and to what it pertains. AA_PSAP “SIMULSELECTS” AA_POL1 and ALLDISP and sends out the information. Communities BB and CC monitors, and then if needed sends out the information to their officers.

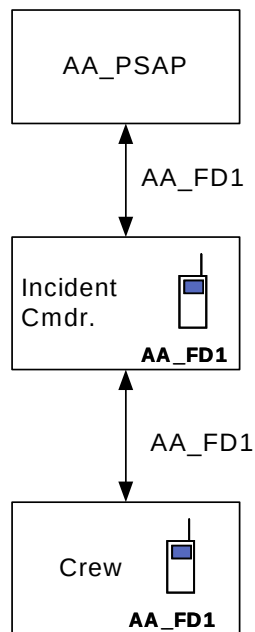
This SIMULSELECT BOL should only be used for those incidents that require emergency notification.



5.2 Fire Scenarios

The following scenarios have been illustrated to demonstrate the recommended usage of the various levels of fire talk groups in the system. For purposes of illustration, departments are identified as “AA”, “BB”, “CC”, etc.

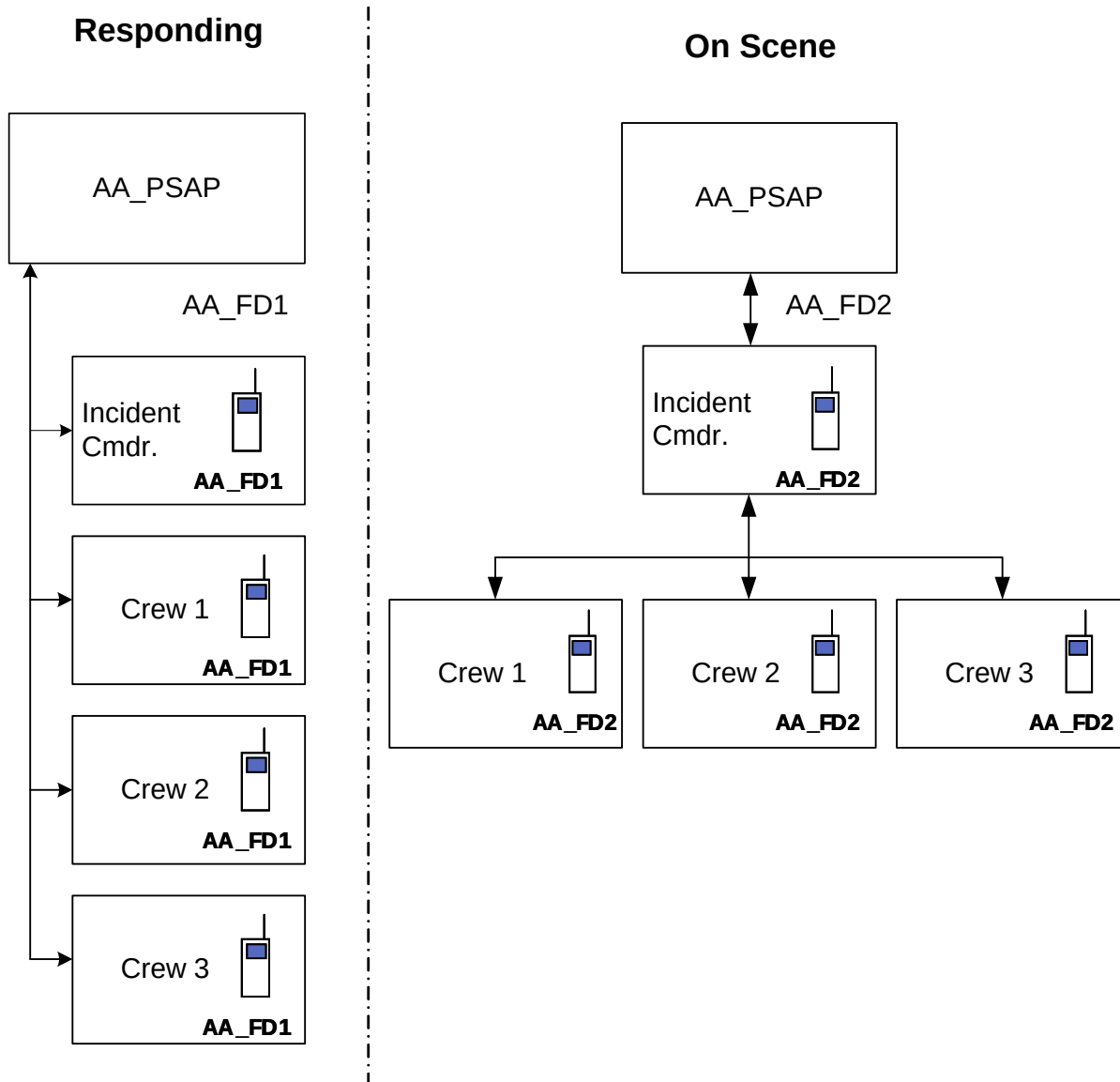
A. Scenario 1
FIRE – Single Alarm, Single Unit



In this scenario, the fire department responds with a single unit to an incident such as a vehicle fire, odor investigation, activated alarm, or medical, and all radios stay on the DISPATCH talk group AA_FD1.

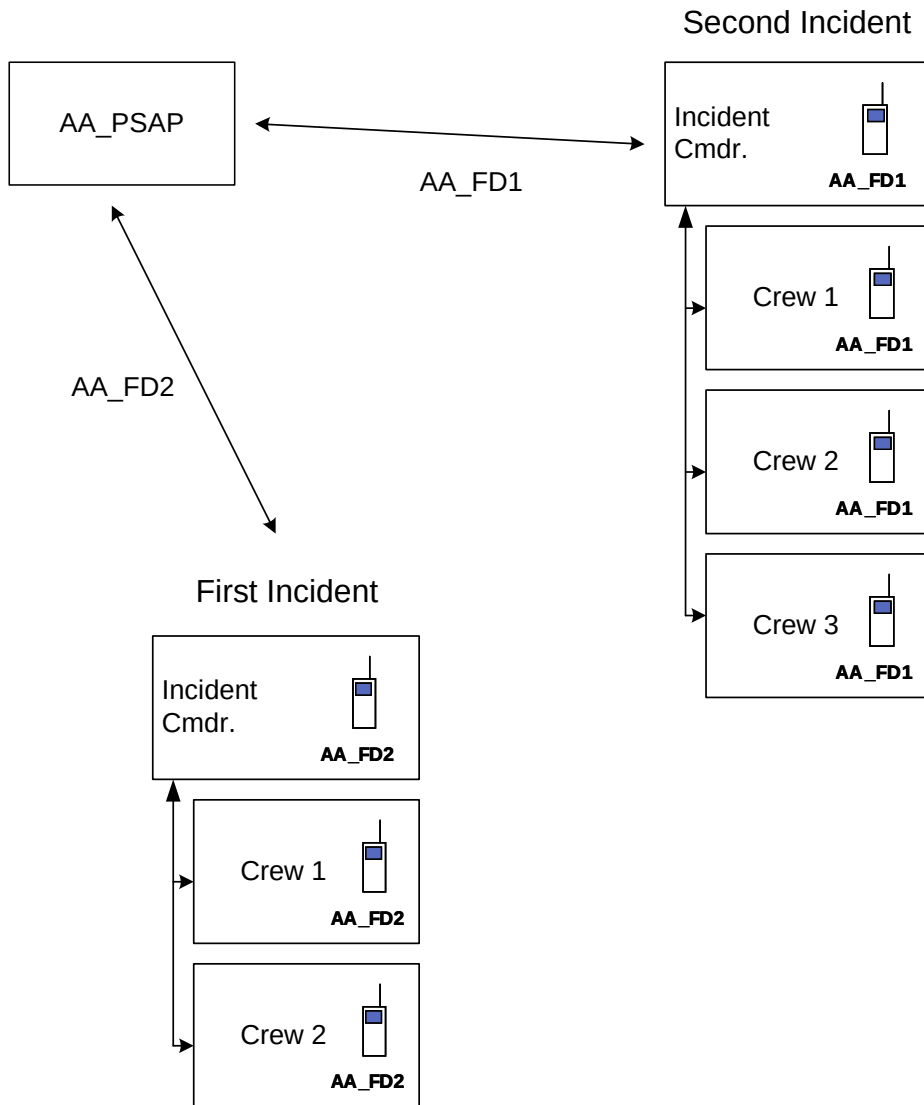


B. Scenario 2
FIRE – Single Alarm, Multiple Units



In this scenario, the fire department is dispatched on AA_FD1 and responds with multiple units to an incident such as a structure fire, hazardous materials investigation, or similar incident requiring tactical communications between crews/units. Upon arrival all radios switch to a TACTICAL talk group AA_FD2 and the PSAP “follows” the units and communicates with the IC on the tactical talk group AA_FD2.

C. Scenario 3
FIRE – Single Agency, Two Separate Incidents

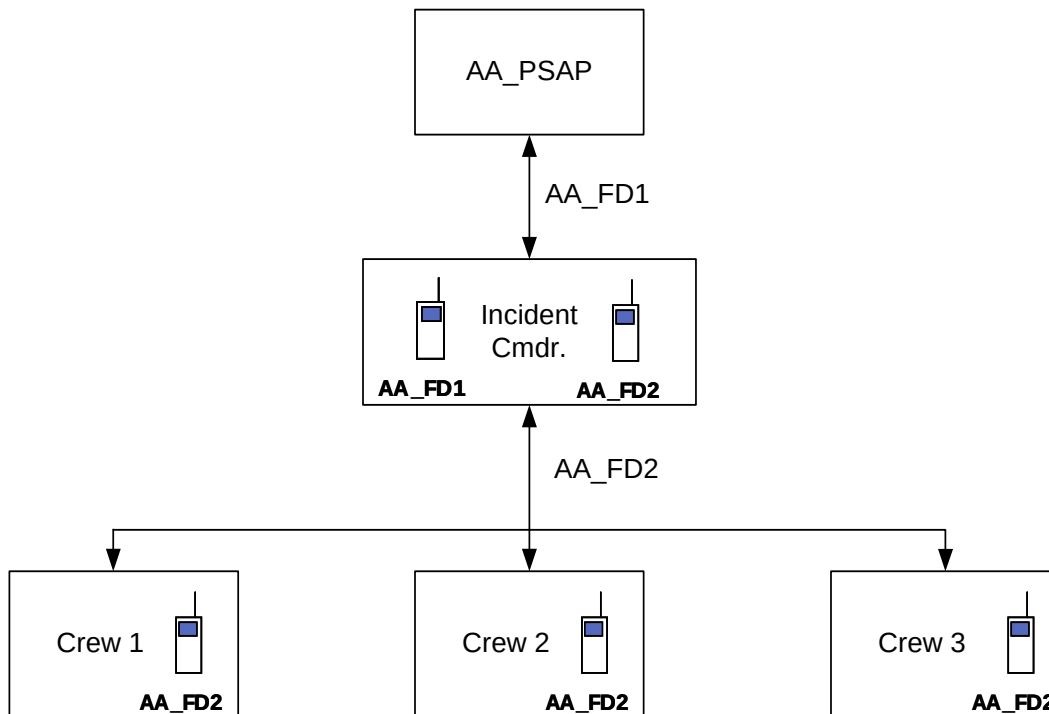


In this scenario, AA has responded to two separate incidents. The first incident was dispatched on AA_FD1 and shifted to AA_FD2 upon arrival. The second incident was dispatched on AA_FD1 and is still on AA_FD1 while investigating the incident.



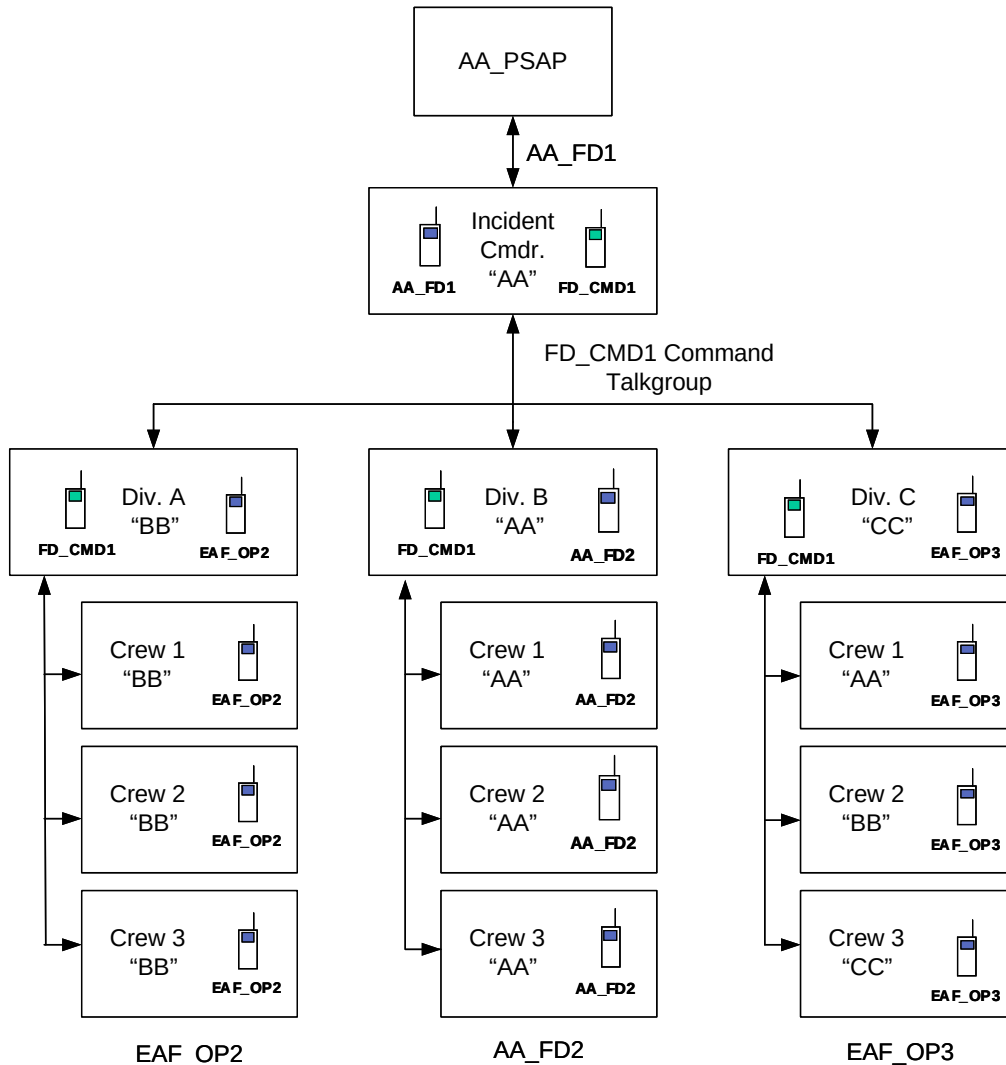
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D. Scenario 4
FIRE – Single Alarm, Multiple Units, Other Incidents in Progress



In this scenario, the fire department responds with multiple units to an incident such as a structure fire, hazardous materials investigation, or similar incident requiring tactical communications between crews/unit. All radios switch to a TACTICAL talk group AA_FD2 and, due to other incidents in progress, the PSAP communicates with the IC on the DISPATCH AA_FD1 talk group.

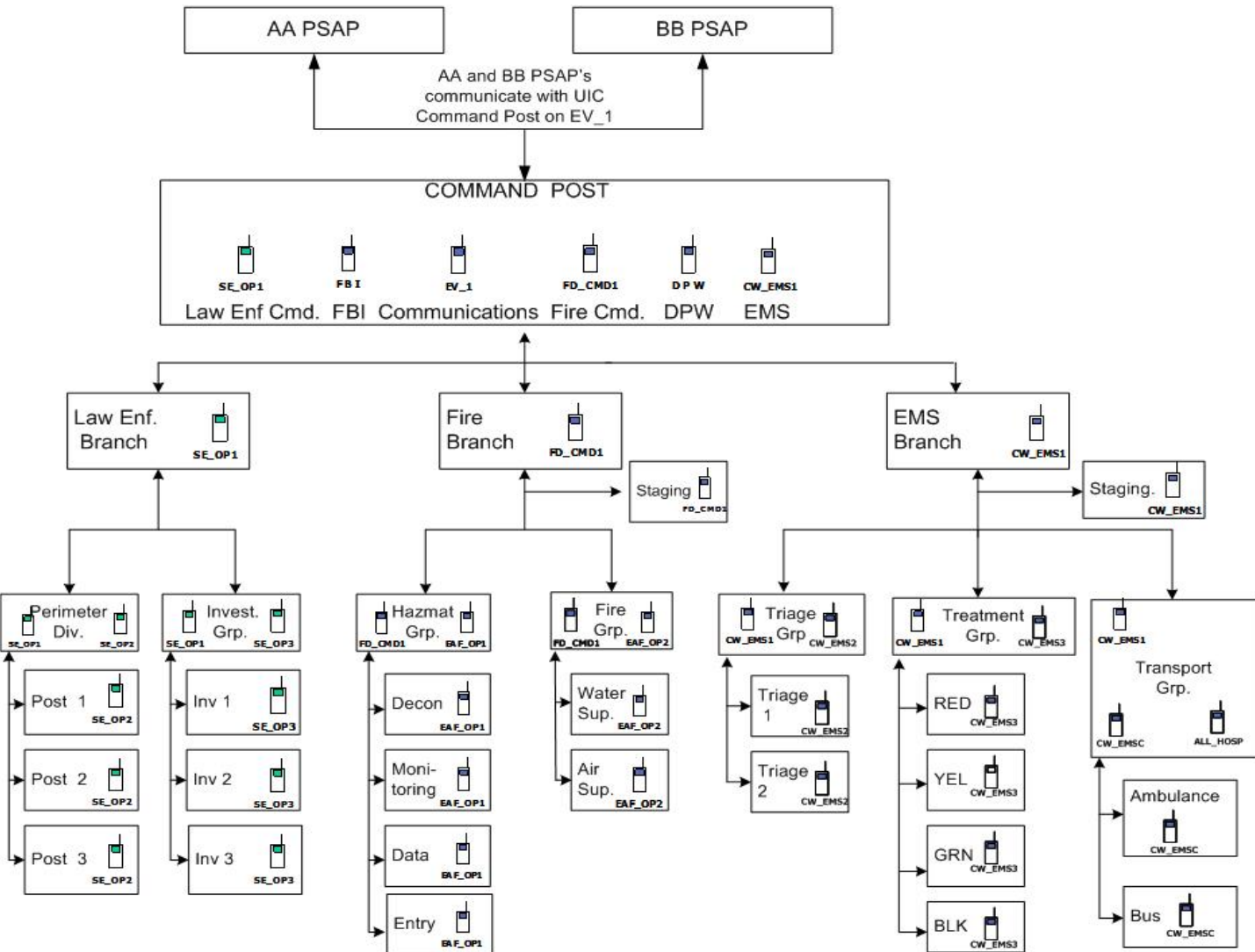
E. Scenario 5
FIRE – Multiple Alarms, Multiple Departments



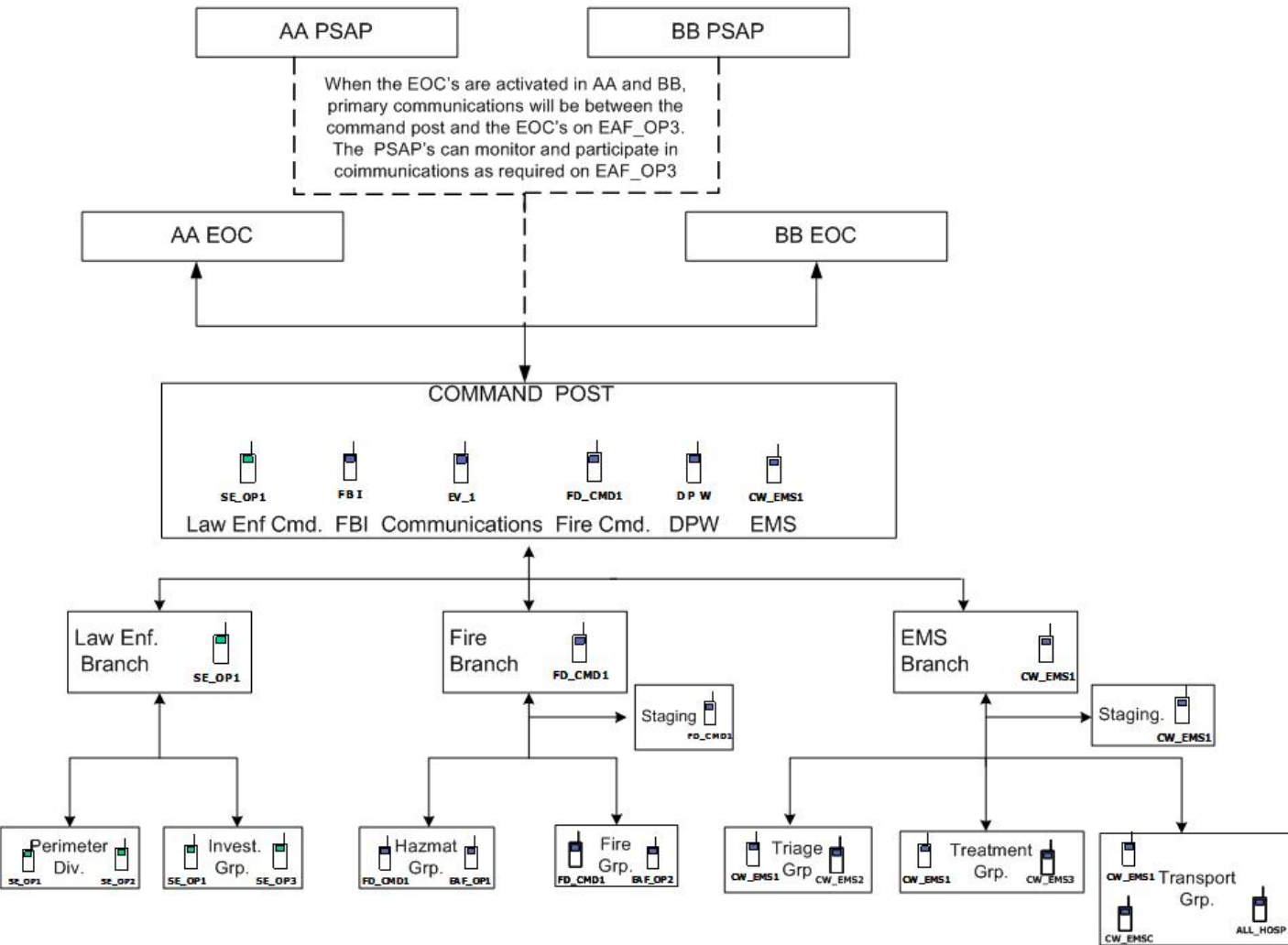
In this scenario, several fire departments respond to a multiple alarm fire in AA's jurisdiction. The AA crews initiated tactical operations on AA_FD2. As the incident escalated, crews from BB and CC were requested and arrived on scene. The incident is divided into three DIVISIONS. Division A crews from BB were assigned EAF_OP2 for tactical operations. The incident commander created a "Command talk group FD_CMD1" that would be common to all responding departments. Division C is assigned EAF_OP3 because there are crews from AA, BB, and CC working under the division officer from CC.

5.3 Multi-Agency Interoperability (Unified Incident) Command

A. Initial Operation UIC Unified Incident Command



B. Extended Operation UIC Unified Incident Command





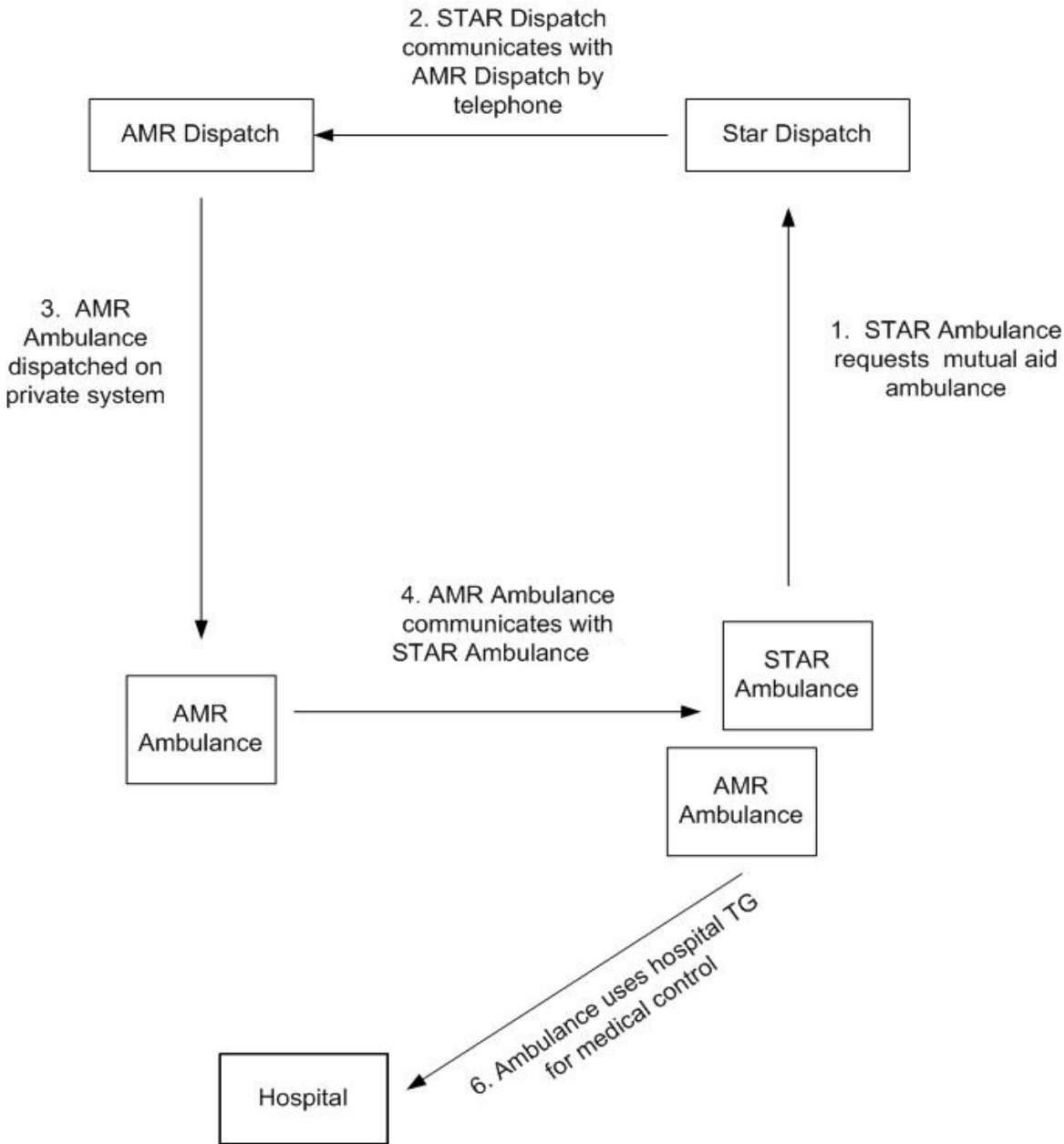
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5.4 EMS Scenarios

The following scenarios illustrate the suggested communications structure for specific EMS incidents involving more than one agency.

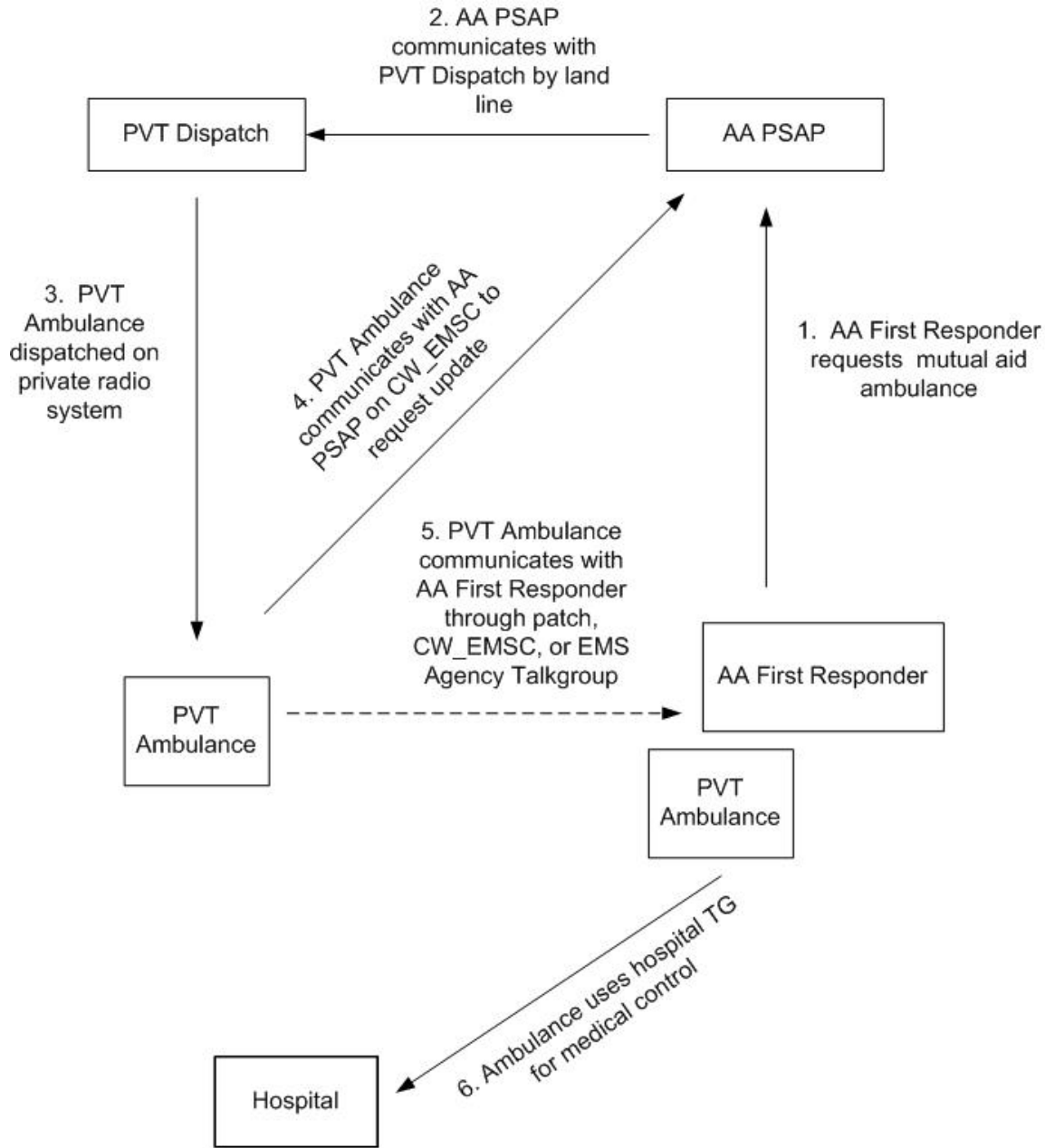
Scenario 1

EMS-Private EMS Mutual Aid with Other Private EMS Agency



In Scenario 1, a STAR Ambulance requests mutual aid from the scene of a 911 call. STAR dispatch contacts AMR by telephone. En route to the call, the AMR ambulance can obtain patient updates, specific location information, or otherwise communicate with the STAR ambulance by: 1) contacting the STAR ambulance ~~on STR_EMS~~; or 2) contacting AMR dispatch by private radio frequency who then contacts STAR Dispatch by phone who then contacts the STAR ambulance on scene via private radio frequency to obtain any scene updates.

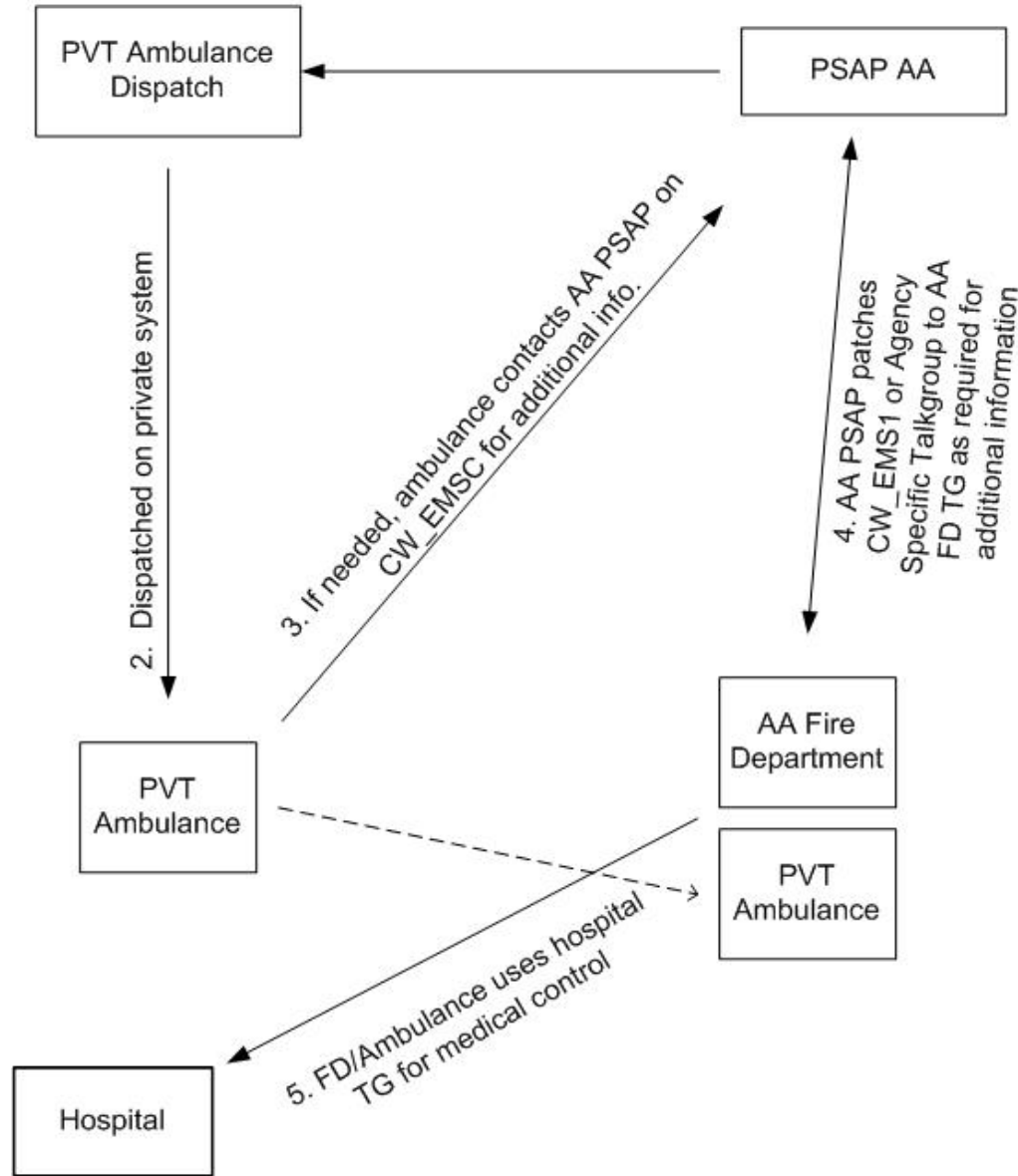
A. Scenario 2
EMS-Private EMS Response with BLS/MFR Fire Dept/DPS



In Scenario 2, a medical emergency request is received by PSAP AA. AA contacts a contracted private EMS agency (PVT). PSAP AA advises private EMS agency via land line to contact AA First Responder on CW_EMSC.

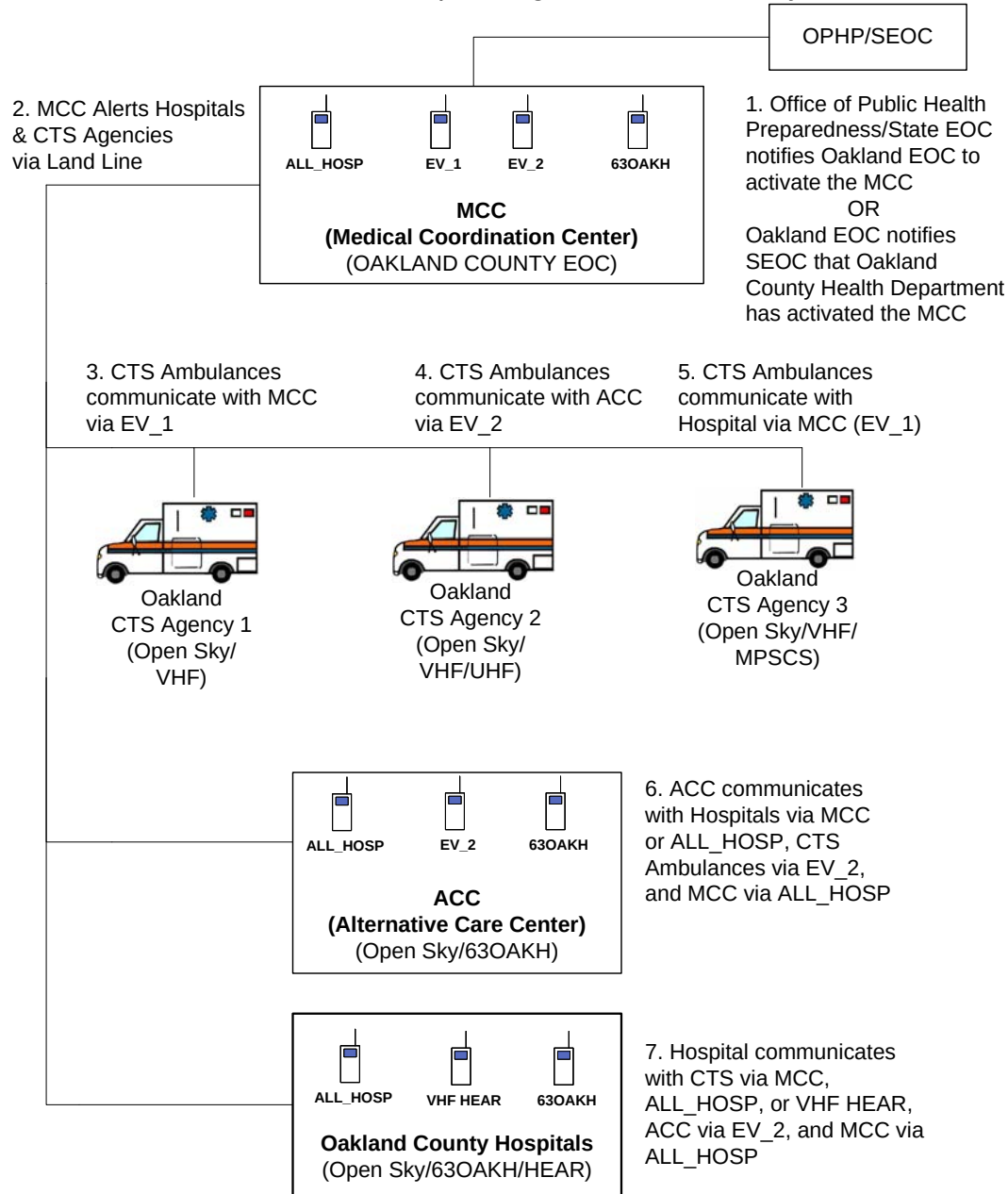
B. Scenario 3
EMS-Fire Department ALS Using Private Ambulance Transport

1. PSAP receives 911 call, dispatches fire and private ambulance



In scenario 3, a medical emergency request is received by a local PSAP and that agency's ALS first responders are dispatched with a private ambulance (PVT). The patient will be transported in PVT ambulance with AA Fire Department paramedics attending to the patient. While enroute to the scene, the first responder unit may switch to CW_EMSC and communicate with the ambulance.

D. Scenario 4
MEMS – Oakland CTS Operating in Oakland County



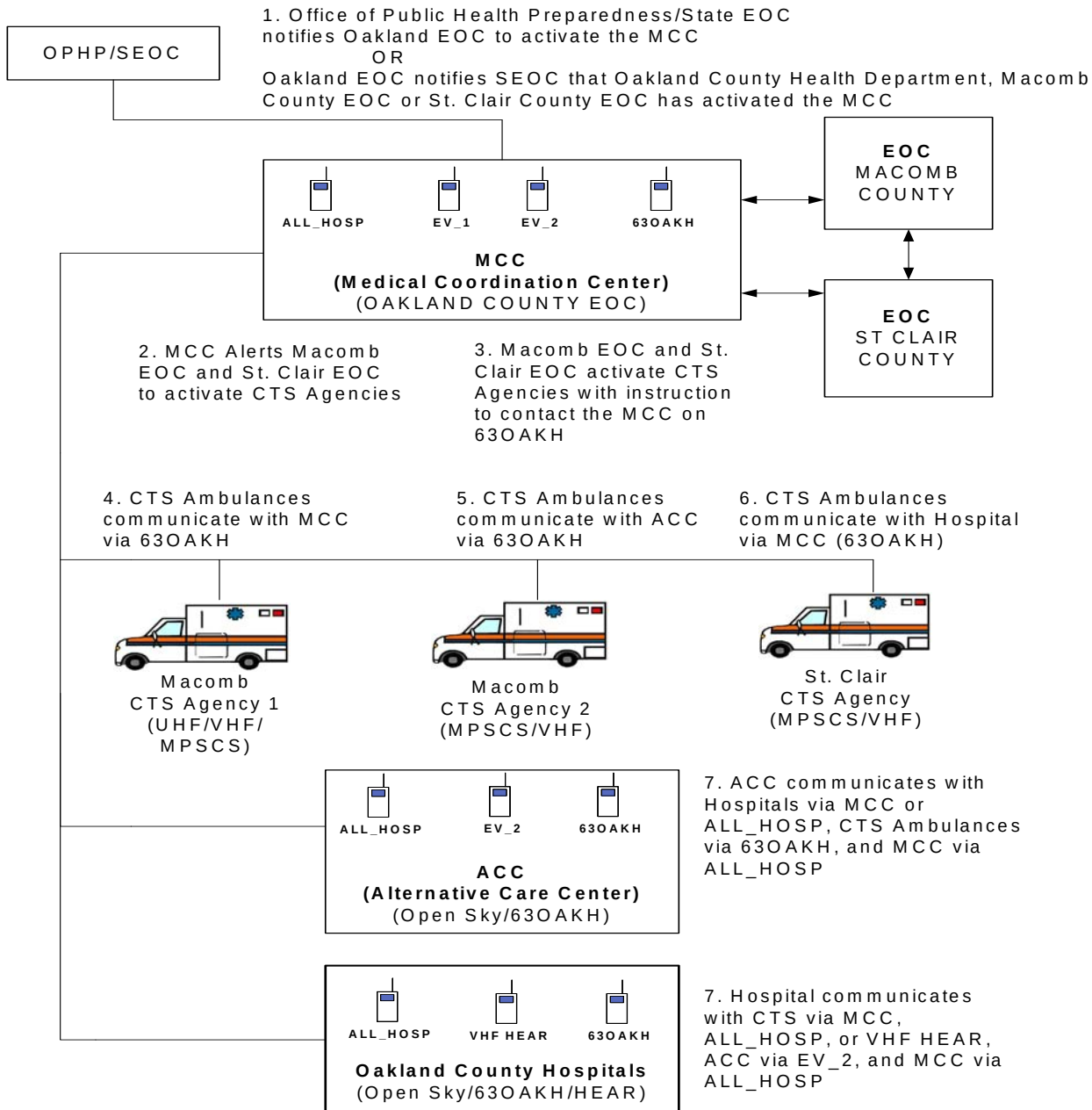
In scenario 4, a localized outbreak of Tularemia involving 2500 patients is overloading the hospital systems in Oakland County. The Modular Emergency Medical System (MEMS) is activated by the proper authority. The Medical Coordinating Center (MCC) is activated at the Oakland County EOC. The MCC activates the Oakland Casualty Transportation System (CTS) by land line. Oakland CTS ambulances contact the MCC on EV_1 for assignment. To



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communicate with Hospitals, CTS ambulances route communications through the MCC for patient and resource tracking purposes. All CTS agencies have the capability of contacting the hospital on 63OAKH, VHF HEAR, or the 63OAKH MPSCS interop talk path if directed to do so by the MCC. CTS ambulances can contact the ACC via EV_2.

E. Scenario 5 MEMS – Macomb & St. Clair CTS Operating in Oakland County



In scenario 5, an outbreak of Bubonic Plague spreads to 5000 patients and is overloading the hospital systems in Oakland County. MEMS is activated. The MCC is activated at the Oakland County EOC. Oakland CTS agencies are overwhelmed with patients. The MCC requests that the Macomb County EOC and St Clair County EOC activate CTS resources within their



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jurisdiction. Macomb & St. Clair County CTS ambulances contact the MCC on 63OAKH for assignment. To communicate with Hospitals, CTS ambulances route communications through the MCC for patient and resource tracking purposes. All Macomb and St. Clair CTS agencies have the capability of contacting the hospital on VHF HEAR, or the 63OAKH MPSCS interop talk path if directed to do so by the MCC. CTS ambulances can contact the ACC via 63OAKH.

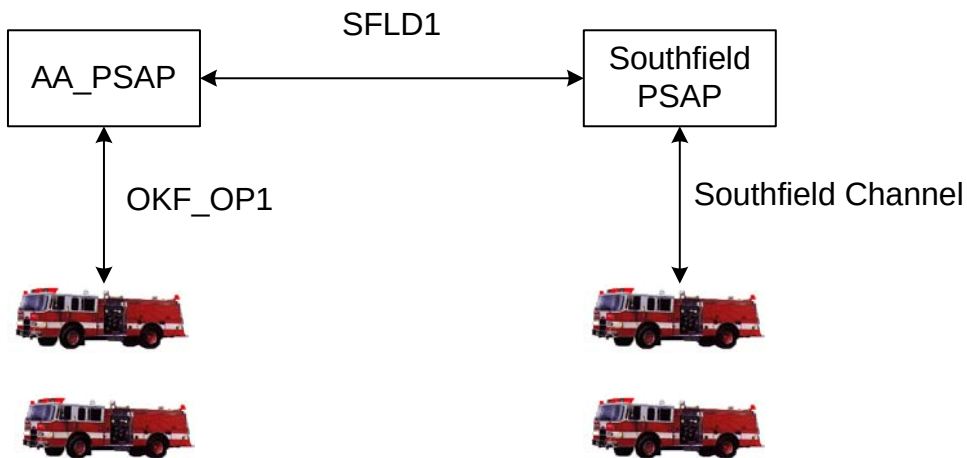


5.5 Interoperability Scenarios

The following scenarios describe the various methods that interoperability may be achieved between fire departments operating on the OakWIN system and fire departments operating on various other systems. It is important to remember that the basic coverage parameters of the other radio systems apply during these interoperability scenarios. The ability to patch systems together does not extend the existing coverage of the individual systems. It is recommended that departments test the coverage if they plan on patching.

A. Interoperability with Southfield Fire Department

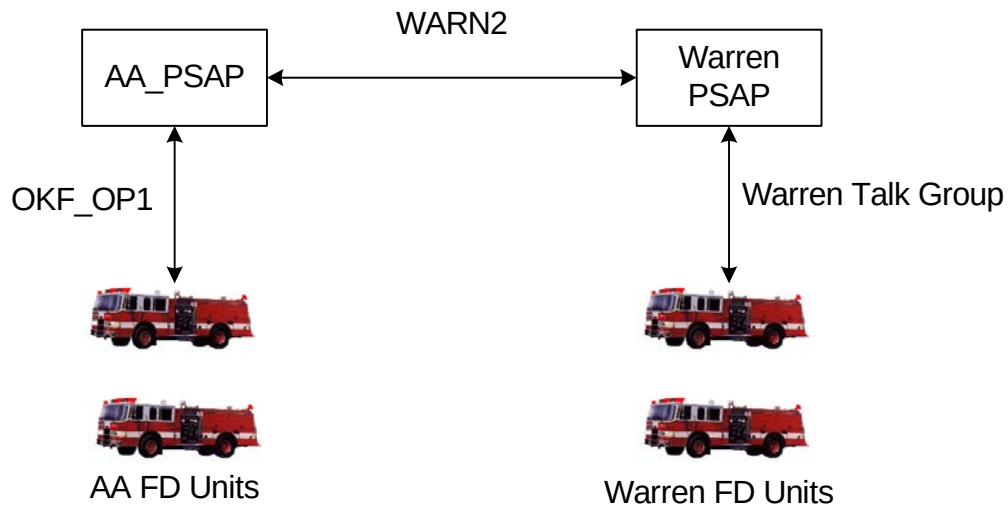
Department AA requests assistance from the Southfield Fire Department on ALLDISP. The Southfield PSAP patches the Southfield conventional channel to SFLD1. The AA PSAP patches SLFD1 to the Oakway mutual aid talk group OKF_OP1. The AA incident commander may now communicate with the Southfield units.





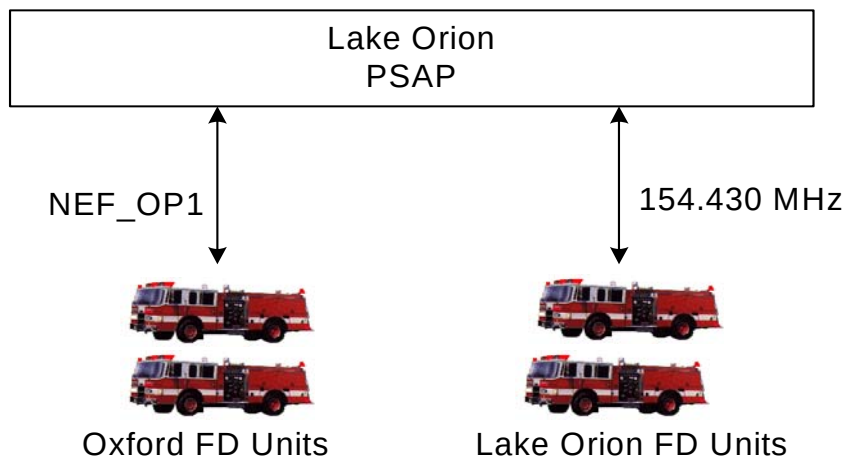
B. Interoperability with Warren Fire Department

Department AA responds to a border incident with the Warren Fire Department. Department AA contacts the Warren PSAP on WARN1 and requests that the Warren PSAP patch the responding Warren units to WARN2. Warren patches their FD talk group to WARN2 and the AA incident commander communicates on WARN2.



C. Interoperability with Bordering MPSCS Fire Departments

In this scenario, fire units from Oxford are assisting Orion Township fire units. The Lake Orion PSAP patches the Orion Township fire channel (154.430 MHz) to NEF_OP1 talk group. All Oxford fire units switch to NEF_OP1 talk group and communicate with the Orion Township units. This patch depends on the ability of the Orion Township radios on the incident scene to reach their base station at the PSAP.

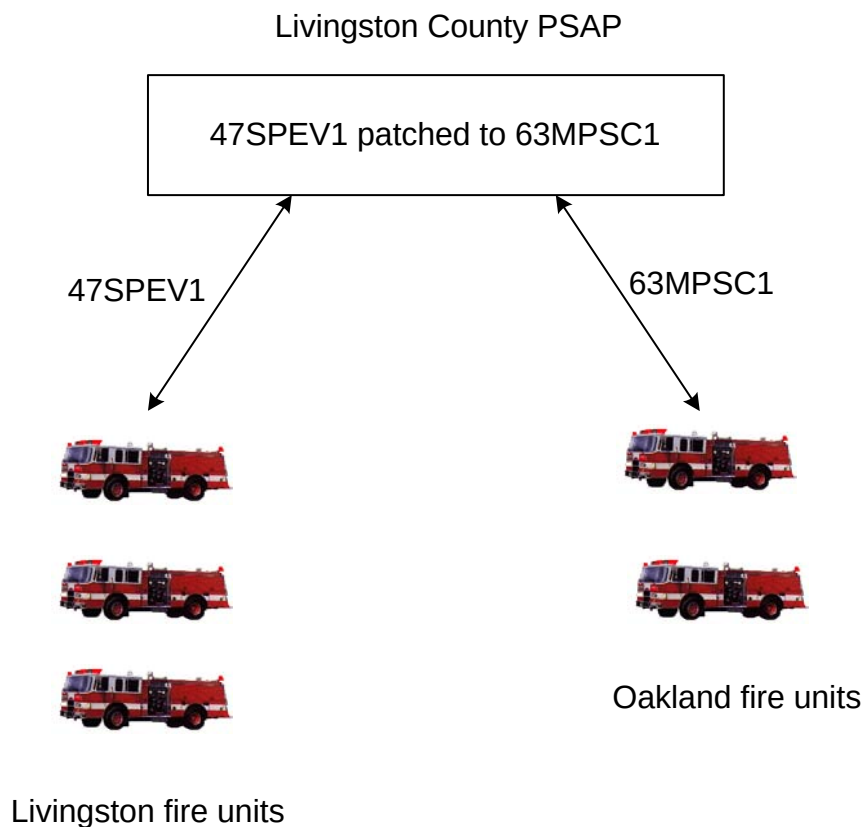




D. Interoperability Livingston County Fire Units

A Livingston County fire department requests mutual aid from an Oakland County fire department. The Livingston County PSAP patches the incident tactical talk group to 63MPSC1. The responding Oakland County fire units switch to 63MPSC1 and communicate with the Livingston County units.

Interoperability with Oakland County fire units assisting Livingston Co. fire units





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User's Guide Inter-Operability



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CHAPTER 6

Inter-Operability

6.1 Oakland County – Oakland County Sheriff Aviation Unit

The Oakland County Sheriff's Aviation Unit helicopters designated as Air 1 and Air 2 will check on and off duty by utilizing the ALLDISP (All Dispatch) talk group. This notification will be the method to inform all the dispatch centers in the county when a helicopter is in service and available for calls. The Aviation Unit helicopters are able to communicate on all local police and fire dispatch talk groups, regional operations talk groups, and countywide operations talk groups on the radio system.

A. Requesting Aviation Units

1. Dispatch centers will be able to contact the helicopter to request assistance by utilizing the ALLDISP talk group or by contacting the Oakland County Sheriff's Dispatch Center. The requesting dispatch center will advise the helicopter which talk group they are to utilize for communications with the ground units requiring assistance.

6.2 Oakland County – Oakland County Sheriff Marine Unit

The Oakland County Sheriff's Marine Unit will utilize the OS_MAR talk group. Marine Units are able to communicate on all shared regional and countywide talk groups. With the large number of lakes in Oakland County, Marine Units are on patrol in many areas.

B. Requesting Marine Units

1. Dispatch centers will contact the Oakland County Sheriff's Dispatch over talk group ALLDISP to request a Marine Unit. The requesting dispatch center shall designate a shared



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regional or countywide talk group and advise the OCSO. The OCSO will direct the Marine Unit to switch to the designated talk group. It is suggested to utilize a regional talk group in profile S_OPS or N_OPS based upon the location of the requesting dispatch center.

2. ALLDISP is not to be used to request a dive team. The Sheriff's Dispatch Center is to be called to request the Dive Team.

6.3 Interoperability with Radio Systems via Network First

The Oakland County OpenSky digital trunked 800 MHz system is capable of interoperability with radio systems from different radio manufacturers, even if these systems are analog, conventional, or on different frequency bands, utilizing a MA COM product known as NetworkFirst. NetworkFirst consists of a series of Gateways and Digital Voice Unit cards that take audio from these disparate radio systems, digitize it into IP (Internet Protocol) packets, and send it across the OAKNet fiber network.

NetworkFirst does NOT extend the coverage area of any of the systems that are networked together. The OpenSky system is designed to work within Oakland County and may provide coverage for some distance into adjacent counties and cities. This distance will not increase when using an interoperable talk group that is networked to an adjacent system.

Oakland County OpenSky users may utilize specific talk groups for interoperability with three other radio systems: the City of Southfield UHF system, the City of Warren 800 MHz system, and the Michigan Public Safety Communications System (MPSCS). The MPSCS is the radio system used by the Michigan State Police (MSP), other State agencies, and either directly or by interface by several adjacent counties (Genesee, Lapeer, Livingston, Macomb, and the City of Detroit).

Oakland County OpenSky users shall NOT utilize interoperability talk groups on the Warren or MPSCS systems for communications that are only among or between other Oakland County OpenSky users. The use of these talk groups ties up frequencies on both systems and may only be used when one or more radios from the networked system is involved in the conversation or event.



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6.3.1 City of Southfield

The Southfield PSAP will monitor the OakWIN “ALLDISP” and SFLD1 talk groups. The Southfield PSAP may be contacted in the same manner as any other Oakland County PSAPs using this talk group. The Southfield PSAP may patch any Southfield conventional channel to the SFLD1 talk group to provide interoperability.

6.3.2 City of Warren

The OpenSky talk group WARN_1 may be used to contact the Warren PSAP, which will be monitoring this talk group. Oakland County PSAPs immediately adjacent to Warren (i.e., Hazel Park, Madison Heights, and Troy) should also monitor this talk group. This talk group will also appear in all of the Warren police and fire radios for unit-to-unit interoperability without the need for dispatch to initiate a patch (in the Warren radios, this talk group will be called OAK).

The OpenSky talk group WARN_2 is a secondary talk group for interoperability with Warren. This talk group will not be monitored by the Warren PSAP and will not appear in the Warren field units. For Warren to activate this talk group, an Oakland County user or PSAP must contact the Warren PSAP; the Warren PSAP will then "patch" this talk group to an appropriate Warren talk group for the event.

6.3.3 MPSCS

Six talk groups have been established between the OpenSky system and the MPSCS. These talk "paths" have been labeled 63P911, 63MPSC1, 63MPSC2, 63MPSC3, 63MPSC4, and 63MPSC5. One of these talk groups, 63P911, is ready and available at all times for law enforcement, fire, or EMS, and is monitored at the MSP dispatch center in Detroit and by Oakland County PSAPs. 63P911 will appear in all Oakland County OpenSky law enforcement radios and PSAPs, in the MSP radios regularly assigned to Oakland County, and in many consoles in PSAPs of counties adjacent to Oakland.

The remaining five talk paths must be activated as needed by the MSP dispatch in Detroit, or an MPSCS PSAP in an adjacent county, through a telephone call, LEIN message, or radio call on 63P911 requesting



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activation. These talk paths will appear in all Oakland County OpenSky PSAPs, but not in individual radios. Once activated, these talk paths may be patched to the appropriate OpenSky talk group by an Oakland County PSAP and to an appropriate MPSCS talk group by the MSP dispatch center. These remaining five talk paths are available to law enforcement, fire, and EMS for interoperability with MPSCS users.

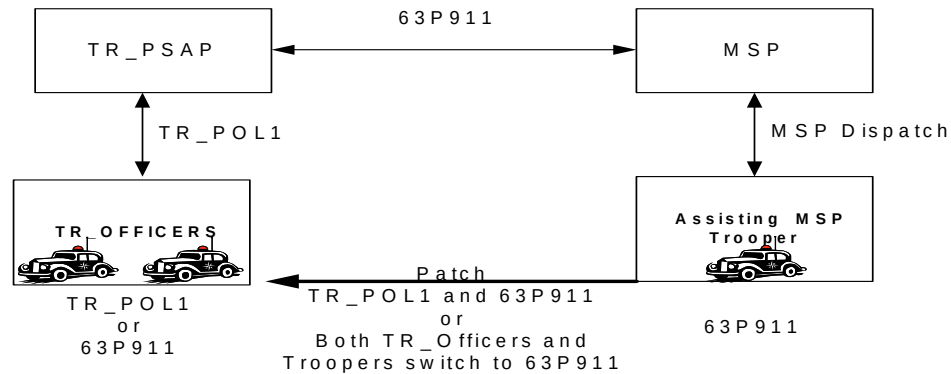
6.3.4 Conventional Channels OakWIN Layout

	"7-TAC 2"	"7-TAC 1"	"I-TAC"	"8-TAC"	"D-TAC"
CH.	Alias	Alias	Alias	Alias	Alias
1	7TRVL70D	7CALL50D	I-CALL	8CALL90	7FTAC1D
2	7TAC75D	7TAC55D	I-CALL D	8CALL90D	7FTAC2D
3	7TAC76D	7TAC56D	I-TAC 1	8TAC91	7FTAC3D
4	7MOB79D	7MOB59D	I-TAC 1D	8TAC91D	7GTAC4D
5	7LAW81D	7LAW61D	I-TAC 2	8TAC92	7GTAC5D
6	7LAW82D	7LAW62D	I-TAC 2D	8TAC92D	7LTAC6D
7	7FIRE83D	7FIRE63D	I-TAC 3	8TAC93	7LTAC7D
8	7FIRE84D	7FIRE64D	I-TAC 3D	8TAC93D	7LTAC8D
9	7MED86D	7MED65D	I-TAC 4	8TAC94	7MTAC9D
10	7MED87D	7MED66D	I-TAC 4D	8TAC94D	7NTAC10D
11	7TRVL70	7CALL50	I-TAC 4D	8TAC94D	7NTAC11D
12	7TAC75	7TAC55	I-TAC 4D	8TAC94D	7NTAC12D
13	7MOB79	7MOB59	I-TAC 4D	8TAC94D	I-TAC 1D
14	7LAW81	7LAW61	I-TAC 4D	8TAC94D	I-TAC 2D
15	7FIRE83	7FIRE63	I-TAC 4D	8TAC94D	I-TAC 3D
16	7MED86	7MED65	I-TAC 4D	8TAC94D	I-TAC 4D



6.3.5 Day-to-Day Police Use of 63P911

The Troy Police Department requests assistance from the Michigan State Police for an accident on I-75. Troy dispatch (TR_PSAP) contacts MSP dispatch on 63P911 and requests assistance. MSP contacts its assisting unit(s) and has them switch to 63P911. Depending on the severity of the situation, TR_PSAP can either patch TRPOL1 to 63P911 or has its units switch to 63P911 to communicate with the responding MSP personnel.



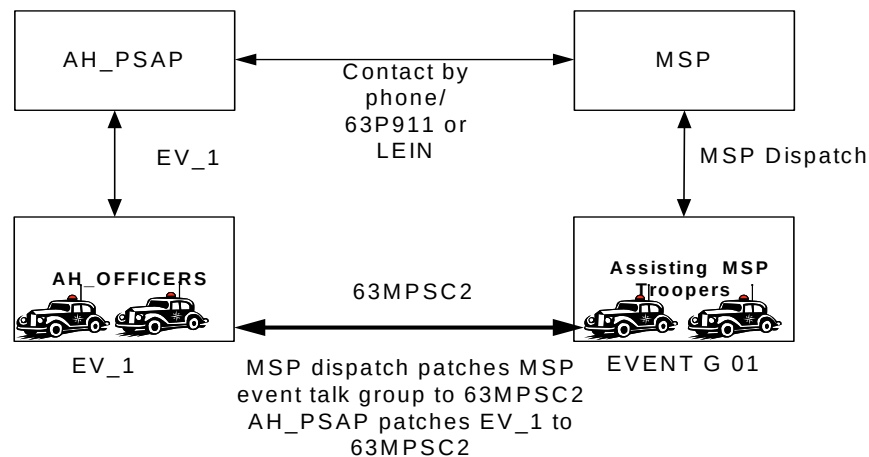


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6.3.6 Use of 63MPSC1 through 63MPSC5

Police Special Event, Auburn Hills Police Department and Michigan State Police

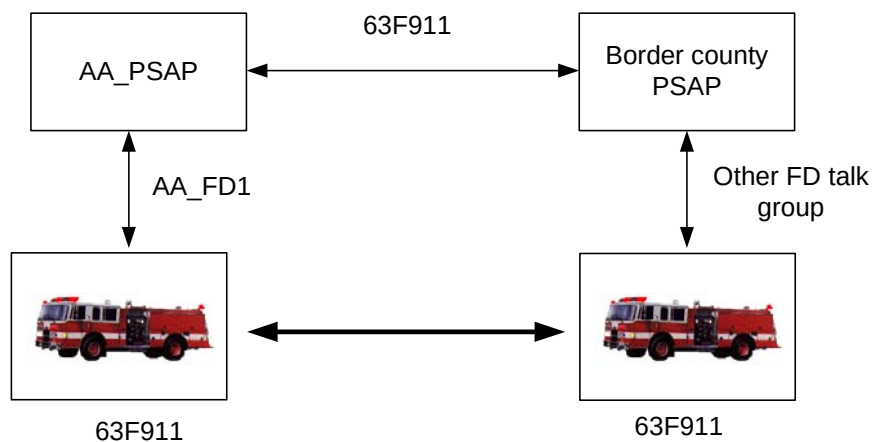
The Auburn Hills Police Department requests assistance from the Michigan State Police on a scheduled special event at the Palace of Auburn Hills. MSP selects one of its talk groups for its personnel and patches that talk group to one of the 63MPSC1-5 talk groups and advises AH_PSAP. AH_PSAP patches their selected special event talk group, such as EV_1, to the same 63MPSC talk group that MSP has selected. MSP and Auburn Hills have interoperability during the event.





6.3.7 Interoperability with Bordering MPSCS Fire Departments

Oakland County department AA requests assistance from a fire department in an adjoining county using the MPSCS. Department AA PSAP contacts the adjoining county PSAP on 63F911 and requests assistance. The adjoining county PSAP dispatches the assisting fire department and advises the responding units to switch to 63F911. The Oakland County unit(s) switches to 63F911 and communicates with the adjoining County unit.





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User's Guide Reference

THESE POLICIES AND PROCEDURES ARE DESIGNED TO PROTECT THE HEALTH, SAFETY, AND WELFARE OF ALL OAKLAND COUNTY RESIDENTS. THE DISSEMINATION OF THIS DOCUMENT IS RESTRICTED TO PUBLIC SAFETY PERSONNEL ONLY.



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CHAPTER 7

Reference

System Recovery

The Oakland County Wireless Integrated Network radio system has been designed to provide redundancy at multiple levels so that public safety voice communications will continue in the event of failures or interruptions in various components of the system.

7.1 Network Switching Center

The radio system has two redundant network switching centers (NSCs) located in County buildings in two different communities. Both buildings have uninterruptible power supplies (UPS) and emergency generators.

The two NSCs are connected by both fiber and back up connectivity, and communicate with each other continuously. In the event that one NSC should fail, the other "takes over" the system automatically. Both NSCs have extensive alarm notification systems so technicians are constantly notified of even the smallest detail of functionality of the system in real time. Failover from the primary NSC to the secondary is automatic and interrupts multi-site radio communications only briefly (typically less than two minutes). No radio functionality is lost when operating on the secondary NSC.

In the very unlikely event that both NSCs failed simultaneously, or all the redundant connectivity paths between the NSCs and the sites failed, the radio sites would remain operative for intra-site (local) communications. When a site is operating without connectivity to the network, it is referred to as an "isolated" site. If the network or both NSCs failed completely, each site would remain functional, but isolated. The radio users would see the antenna symbol on the mobile radio disappear and those using P801 portable radios would see the "U" symbol disappear. The display change on the P7200 portables has not been determined. The PSAP would see the words "trunk line down" at the supervisory console position.



7.2 Tower Sites

The system has been designed so that each tower site has at least two connectivity paths back to the NSC. These redundant paths are a combination of OAKNet fiber or T1, with ISDN back up. The CLEMIS networking team has done extensive testing to make certain that the ISDN back up works seamlessly if there is down time, due to either regular maintenance or a failure in the fiber or T1. Failover from the primary network to ISDN backup is automatic and interrupts multi-site radio communications only briefly (typically less than one minute). No radio functionality is lost when operating on the ISDN backup network.

In the unlikely event that both forms of connectivity should fail, the tower would remain functional, but “isolated” as described above. An isolated tower automatically returns to normal operation when the network becomes available. When operating on an isolated tower, radio users can only communicate with others on the same tower – multi-site communication capability is lost. Likewise, the local PSAP must communicate with these users via radios. As an alternative to operating off the network, the affected organization could opt to disable their local tower completely until repairs are made. In this case, their radios would attempt to roam to surrounding towers. This option restores full radio functionality, but offers degraded coverage.

In the event of a catastrophic network failure where all tower sites are isolated, all radios operating in their normal geographic area will attempt to return to their “home” site. This increases the probability that local communications will continue uninterrupted until network operation is restored.

The RF components at each site are also designed for redundancy. Those sites with single channels have a back up hot standby base station and a redundant antenna. If a failure is detected in the primary base station, the failure is immediately reported back to CLEMIS and the back up base station automatically takes over.

In the event of a power failure, all tower sites are supported by battery back up and the vast majority by generator back up power.

The system design is such that most geographic locations within Oakland County receive coverage from more than one tower site. Should the radio



transmit or receive capabilities of any tower site fail, it is likely that most areas in the geographic vicinity of that tower would still have mobile radio coverage and possibly out of door portable coverage. Indoor portable radio coverage would be impaired until the site is brought back on line. The user would detect an unusual number of out of system range tones when attempting to use portables.

Both the connectivity network and the RF components of the sites are alarmed and are monitored 24 hours a day, seven days a week by CLEMIS staff, so technicians will be dispatched to correct any problems and PSAPs in the affected area will be notified. Public safety responders may also be asked to make a visual inspection of the tower for any visible damage.

7.3 PSAPs

In the event of a power failure, all PSAP console equipment is equipped with UPS and is connected to the PSAPs generator for back up power. It is recommended that PSAPs also have access to mobile or portable radios as a back up.

The PSAPs are connected to the radio network with at least two redundant forms of connectivity, OAKNet fiber and T1. The T1 will automatically provide connectivity during routine maintenance of the fiber or during a fiber outage.

In the event that a PSAP is isolated from the network, the PSAP can continue to operate using radios. Using radios as a backup mechanism, the isolated PSAP remains in contact with radio users via local talk groups and with other PSAPs via the ALLDISP talk group.

Should a PSAP be evacuated for any reason, their OpenSky talk groups can be enabled at any other PSAP in the County for temporary coverage of the disabled facility.



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FCC Rules & Regulations

The radio system is a shared resource. All users must utilize the system efficiently and effectively, recognizing that other public safety users may be waiting to use the same resources.

Users of the radio system shall comply with all applicable local, State, and Federal laws pertaining to public safety communications, including Part 90 of the Federal Communications Commission (FCC) Rules and Regulations (the most commonly used sections are paraphrased below, but are not all inclusive).

7.4 Priority (FCC 90.403(d))

Communications involving the imminent safety of life or property are to be afforded priority by all users

7.5 Transmission Time (FCC 90.403(c))

Users shall restrict all transmissions to the minimum practical transmission time and shall employ an efficient operating procedure designed to maximize the utilization of the frequencies. Unnecessary and superfluous transmissions are prohibited.

7.6 Permissible Communications (FCC 90.405 and 90.403)

- A. Users of the system may transmit only the following types of communication:
 - 1. Any communication related directly to the imminent safety of life or property
 - 2. Communications directly related and necessary to police, fire, EMS, and other public service activities
 - 3. Communications for testing purposes required for proper station and system maintenance; however, these tests must be kept to a minimum



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- B. Users of the system are directly responsible for the proper operation and use of each radio and shall exercise such direction and control as is necessary to assure that the radios are used:
 - 1. Only for permissible purposes
 - 2. Only in a permissible manner
 - 3. Only by persons with authority to use and operate the equipment

7.7 Prohibited Communications (FCC 90.415 and 403(e))

- A. Users shall not:
 - 1. Cause harmful or nuisance interference (i.e., listen before transmitting on any shared talk group, avoid microphone "clicking" and other superfluous noises)
 - 2. Transmit program material of any kind, or that used in connection with broadcasting (i.e., do not retransmit any broadcast material from a commercial radio or television station, and do not transmit "program material" of any kind, such as policies, etc.)
 - 3. Use profanity, or any terminology or transmission that could be construed as demeaning to any person, or a violation of the Civil Rights Act

7.8 Violations

Violation of any State or Federal statutes, rules, or regulations by any radio system user shall be addressed first by the user's agency. If unresolved by the agency, the violation shall then be addressed by the Radio Oversight Committee. Any fines or penalties assessed by the FCC or any other governing body as a result of the violation will be the responsibility of the user's agency.



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Glossary

Called Party First/ Receiver-from-Sender	Standardized method for establishing contact with another unit
CLEMIS	Court and Law Enforcement Management Information System
Direct "D"	Conventional channels NOT on repeaters used for direct user to user communication
Edge-Triggered	An immediate emergency signal transmission when a mobile or portable radio emergency button is pressed
EOC's	Emergency Operations Centers
Event Talk Group Request Form	A form used to reserve a talk group in advance of a special event
FCC	Federal Communications Commission
Fleet Map	Agencies' fleet maps define the number, characteristics, and arrangements of talk groups in profiles and personalities
Home Profile	The users most commonly used talk groups
ISDN	Integrated Services Digital Network A system of digital phone connections which allows voice and data to be transmitted simultaneously using end-to-end digital connectivity
ITAC	Conventional Nationwide Interoperability Channels
M/A-COM	Vendor chosen to design/provide the new radio 800 MHz trunked radio system
MPSCS	Michigan Public Safety Communications System; radio system used by MSP
NetWork First	A M/ACOM product that allows interoperability between disparate radio systems
NFPA	National Fire Protection Association
NPSPAC	National Public Safety Planning Advisory Committee
OAKNet Fiber	Fiber used to connect dispatch centers to tower sites
OakWIN	Oakland County Wireless Integrated Network
OK	Oakway
Open Sky	Name assigned to M/ACOM's 800 MHz trunked radio system
Patching	Linking 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
Profile	Set of talk groups organized to meet the needs of the mobile and portable radio user
PSAP	Public Safety Answering Point – Dispatch Centers
Scanning	Listening to other talk groups within the user's selected profile
Simulselect	Dispatchers ability to broadcast on two or more talk groups simultaneously by selecting multiple talk groups
System Alias	An agency specific alpha-numeric identifier for each radio
T1 Line	A dedicated phone connection that can be configured to carry voice or data traffic
Talk Group	A group of radio users requiring two-way radio communication
TDMA	Time Division Multiple Access Allows four simultaneous conversations on one channel, providing for increase capacity

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Trunking	A method of sharing radio channels among multiple users in order to distribute the load evenly among the channels
UHF	Ultra High Frequency
UIC	Unified Incident Command
VoIP	Voice over Internet Protocol Allows system to send/receive voice and data
WMD	Weapons of Mass Destruction

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Forms

The forms that are available in this User's Guide are described in the following table.

FORM	PAGE
OCSO – Request for Event Talk Group	9
OCSO – Request for Communications Recording Tape	10



Oakland County Wireless Integrated Network

OAKLAND COUNTY SHERIFF'S OFFICE

Request for Event Talk Group

The Oakland County Sheriff's Dispatch Center will assign an event talk group to agencies requiring one. Requests are made by completing this form and faxing it to the Dispatch Center. An event talk group will be assigned, and confirmation will be faxed back to the requesting agency.

Name of Agency:	
Contact Name:	
Contact Phone Number:	FAX Number to Return Confirmation:
Date Needed:	Start Time: End Time:
Description of Event:	
TO BE COMPLETED BY OAKLAND COUNTY DISPATCH CENTER	
Event Channel Assigned:	
Assigned by:	
Date & Time Confirmation Faxed:	

**Fax completed form to
Oakland County Dispatch Center
248-452-2102**

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Oakland County Wireless Integrated Network

OAKLAND COUNTY SHERIFF'S OFFICE

Request For Communications Recording Tape

Requesting Agency:		Date of Request	
Requesting Officer		Direct Phone Number	
Reason for Request:			
Complaint Number:	Date of Incident:	Time:	
Radio Talk Group:			
Requesting copy of tape recording beginning at:		Ending at:	
Authorized by Immediate Supervisor:		Date:	

**Fax completed form to
Oakland County Dispatch Center
248-452-2102**

The requesting officer will be notified at the telephone number provided when the tape is completed. Pick up arrangements are to be made by the requesting officer.

FOR COMMUNICATIONS UNIT USE ONLY

Date received:	Copies reproduced by:
Date completed:	Date & time requesting officer was notified:

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Appendix

The following items can be found in this Appendix.

	ITEM	PAGE
15.1	List – Talk Groups	160
15.2	Map – Police Regional Talk Group Areas	163
15.3	Map – Fire Regional Talk Group Areas	164



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TALK GROUP LIST	
TALK GROUP	DESCRIPTION
ALLDISP	Countywide Talk Group – used by mobile and portable users to contact another dispatch center for notification of an oncoming pursuit, for dispatchers to broadcast an all points bulletin, to contact the Sheriff's helicopters, and for dispatch centers to contact each other; ALLDISP shall be monitored by all dispatch centers on the radio system
63OAKH	Hospital Talk Group - used by EMS to communicate with all hospitals
WBRO	Hospital Talk Group - used by EMS to communicate with William Beaumont Hospital Royal Oak
WBTRY	Hospital Talk Group - used by EMS to communicate with William Beaumont Hospital Troy
CHMC	Hospital Talk Group - used by EMS to communicate with Crittenton Hospital
CW_EMS1 through CW_EMS4	Shared Countywide EMS Talk Group – may be used as operational or tactical
CW_FD1 through CW_FD4	Shared Countywide Fire Talk Group – may be used as operational or tactical
CW_POL1 through CW_POL4	Shared Countywide Police Talk Group – may be used as operational or tactical
CW_SUR1 through CW_SUR9	Shared Countywide Surveillance/Undercover Law Enforcement Talk Group
MABAS Talk Group	Shared Fire Talk Groups- for mutual aid
OAKWAY Talk Group	Shared Fire Talk Groups-for mutual aid OAKWAY agencies
EV_1 through EV_13	Event Talk Groups – may be used by all agencies for pre-planned events; assigned by Sheriff's dispatch.
FD_CMD1 through FD_CMD4, OK_CMD 1 and 2	These talk groups are used for communications between command officers from multiple departments operating at mutual aid incidents; these talk groups are intended to be in radios assigned to command officers only
FD_TRNG	Fire Profile and 6 training talkgroups for any Fire Department assigned by Sheriff's dispatch.
GENESYS	Hospital Talk Group - used by EMS to communicate with Genesys Regional Medical Center
HFWB	Hospital Talk Group - used by EMS to communicate with Henry Ford Hospital West Bloomfield
HM_OAKW Oakway Team; HM_OC1 HM_OC2	These talk groups are used for intra- and inter-team communications between the county hazardous materials teams.
HVSH	Hospital Talk Group - used by EMS to communicate with Huron Valley-Sinai Hospital
I CALL	MPSCS talk group for mutual aid; this is a conventional talk group used to hail MSP dispatch (For additional information, refer to ITAC profile)
ITAC1 through ITAC4	MPSCS channel for radio-to-radio communications; these are conventional channels that are on repeaters to facilitate interoperability for direct user-to-user communication (For additional information, refer to ITAC profile)
ITAC1D through ITAC4D	MPSCS channel for radio-to-radio communications; the "D" indicates DIRECT; these are conventional channels that are NOT on repeaters to facilitate interoperability for direct user-to-user communication (For additional information, refer to ITAC profile)

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NE_OPS1 through NE_OPS4	Shared Regional Police Talk Groups – for northeast region operational or tactical
NW_OPS1 through NW_OPS4	Shared Regional Police Talk Groups – for northwest region operational or tactical
OS_MAR	Oakland County Sheriff's Marine Unit Talk Group Requests for dive team are to be phoned to Sheriff's dispatch center
POH	Hospital Talk Group - used by EMS to communicate with Pontiac Osteopathic Hospital
PROVNOV	Hospital Talk Group - used by EMS to communicate with Providence Medical Center Novi
PROVSFD	Hospital Talk Group - used by EMS to communicate with Providence Hospital Southfield
PS_TAC1 through PS_TAC4	Shared Public Safety Agency Talk Groups – shared by Berkley, Beverly Hills, Huntington Woods, and Oak Park for operational or tactical use
SE_OPS1 through SE_OPS4	Shared Regional Police Talk Groups – for southeast region operational or tactical use
SJMO	Hospital Talk Group - used by EMS to communicate with St. Joseph Mercy Oakland
STJOHNO	Hospital Talk Group - used by EMS to communicate with St. John Oakland
SW_OPS1 through SW_OPS4	Shared Regional Police Talk Groups – for southwest region operational or tactical use
TER_OPN, TER_OPS	These talk groups are used for intra- and inter-team communications between the two county technical rescue teams.
TRN_N1 through TRN_N4	Shared Regional Talk Groups – used by all agencies for training in the north
TRN_S1 through TRN_S4	Shared Regional Talk Groups – used by all agencies for training in the south
XX_EMRG (XX=Agency ID)	Emergency Button Activation Talk Group on Police Radios – for additional information refer to the Emergency Button Activation Police/PSAP sections of the User's Guide
XXF_EMG (XX=Agency ID)	Emergency Button Activation Talk Group on Police Radios – for additional information refer to the Emergency Button Activation Fire/PSAP sections of the User's Guide
XX_INV (XX=Agency ID)	Local Police Talk Group – used by the agency's detective or investigative unit
XX_POL1 (XX=Agency ID)	Local Police Talk Group – this is the primary radio talk group for police units to talk to their dispatcher or to other radio users on this talk group
XX_POL2 (XX=Agency ID)	Local Police Talk Group – this is the secondary radio talk group for police units to use as an alternate radio talk group
XX_SWAT (XX=Agency ID)	Local Police Talk Group – used by the tactical response units
XX_SUR1 and XX_SUR2 (XX=Agency ID)	Local Police Talk Group – used by the surveillance/undercover units
XX_TAC1 and XX_TAC2 (XX=Agency ID)	Local Police Talk Group – used by the agency for operations or tactical events
63P911	63P911 is for any public safety unit use and will appear in all Oakland County OakWIN radios, PSAPs, the MSP dispatch, and selected other MPSCS radios in

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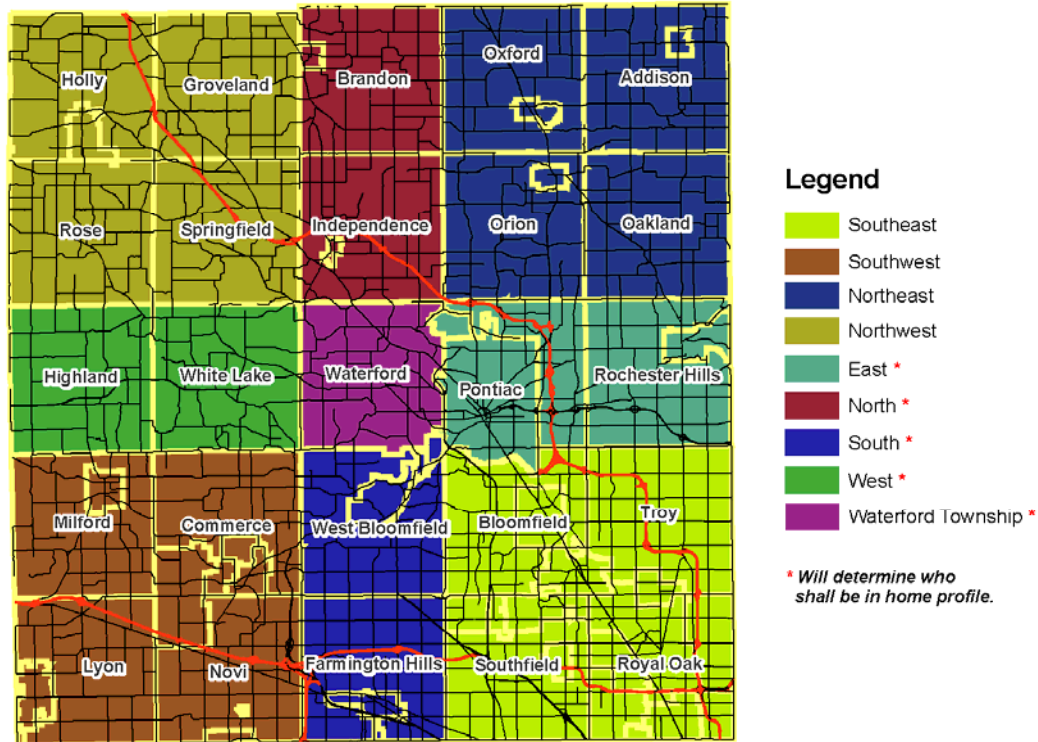
	agencies that border Oakland County
63MPSC1 through 63MPSC5	These talk groups are to be used when there is a need for interoperability with other MPSCS users; events such as mutual aid responses, Presidential/Dignitary protection, Dream Cruise, or other large events that need MSP interoperability would utilize these talk groups 63MPSC1, 63MPSC2, 63MPSC3, 63MPSC4, and 63MPSC5, will appear in all Oakland County OakWIN radios, PSAPs, and the MSP dispatch, but are not in individual radios

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Police Regional Talk Group Areas



City of Troy GIS - 09/21/2005

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