



Iowa Statewide Interoperable Communications System (ISICS)  
Standards, Protocols, Procedures

ISICS Standard:  Emergency <del>Button</del> <u>Call and Alarm Activation</u>	Standard #:	3.8.0
	Date Adopted:	04/12/2018
	Date Reviewed:	
	Version:	<u>2.0</u>

### 1. Purpose or Objective

The purpose of this standard is to address ~~e~~Emergency ~~Button usage~~ activation on subscriber equipment. There will be a large variety of users on the radio system with various ~~e~~Emergency ~~Button needs~~ activation needs. The various ways the ~~e~~Emergency ~~switch or B~~ button can be configured allow for flexibility of use; however, it is important to design the system in such a way that when an ~~e~~Emergency ~~Button is pushed~~ activated, it is responded to quickly and appropriately.

### 2. Technical Background

#### • Capabilities

The ~~e~~Emergency ~~switch or B~~ button feature, if programmed into radios, will allow a user to send an emergency notification by ~~pressing a button~~ activating the feature on the radio. The notifications will audibly and visually alert all dispatch console positions displaying the talkgroup that receives emergency notification. Other radios that have the talkgroup selected will also receive the emergency notification and display the radio ID or alias of the radio generating the emergency.

Emergency calls are automatically assigned the highest priority available and would be first available from the queue if the system is in a busy situation. Subscribers' radios can optionally be configured to automatically key the Push-to-Talk (PTT) for a programmed period of time if the ~~e~~Emergency ~~switch or B~~ button is pressed.

#### Revert Emergency Programming:

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Upon activation of the emergency, the radio automatically “reverts” or switches to a predefined talkgroup or channel, regardless of the talkgroup or channel, or system the user was previously utilizing. The emergency status will be alerted on the predefined talkgroup or channel.

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#### **Tactical Emergency Programming:**

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Upon activation of the emergency, the radio remains on the current “tactical” or operational talkgroup or channel and marks the transmission with the emergency status and alerts other users on that talkgroup or channel.

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#### • **Constraints**

Emergency ~~Button usage~~activation ~~must~~may be directed to a predefined talkgroup in the radio programming, and the talkgroup that is selected for this must be approved by the Subsystem Administrator. ~~Pressing the Emergency Button~~Activation of an emergency on subscriber equipment does not provide a central radio monitoring point with emergency location information. Planning and coordination are important steps in the process before deployment of equipment.

Interoperable events can present challenges that impact coordination during emergency activations.

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### **3. Operational Context**

An agency may use the ~~e~~Emergency ~~switch/B~~button function if they so elect; however, the process to receive an emergency notification needs to be documented and include resolution for the items listed under Section 4 of this standard.

### **4. Recommended Protocol/Standard**

Use of the ~~e~~Emergency ~~switch/B~~button as an emergency signaling option should be available to any agency on the radio system, subject to certain conditions and provisions.

- Agencies are not required to use this capability of the radio system.
- No agency will be permitted to enable their emergency signal on a talkgroup designated as “Emergency ~~switch/b~~Button ~~Activation~~ Restricted.”
- All agencies implementing the ~~e~~Emergency ~~switch/B~~button must have a plan in place to respond to ~~the E~~emergency ~~Button~~activations.
- All ~~e~~Emergency ~~Button activation~~ response plans must include, at a minimum:
  - A central radio monitoring point that can identify which radio user ~~pushed~~activated the ~~switch/~~button and what the proper agency response should be.
  - A central monitoring point must be available during any/all hours that personnel are using the radio system.
  - A policy for use of the ~~e~~Emergency ~~switch/B~~button by radio users.
  - A response plan to assist the radio user in need.
  - In the event the central radio monitoring point is not the same agency as the radio user, an agreement on policy, monitoring, use, and response must be in place among the agencies.

## **5. Recommended Procedure**

N/A Training on created plans and procedures based on this standard is recommended.

## **6. Management**

Agencies wishing to use the ~~e~~Emergency ~~switch/B~~utton function must coordinate with the designated agency resources that responsible for will be receiving and responding to the emergency calls activations. The receiving agencies must have establish and maintain an appropriate plan ~~in place, documenting outlining~~ the process ~~that they will use to handle the for managing~~ emergency notifications, including acknowledgment, response protocols, and escalation procedures. The plan must ensure personnel are adequately trained and equipped to handle emergency activations effectively.

Emergency ~~switch/B~~utton usage ~~must may~~ be directed to a predefined talkgroup in the radio programming and the talkgroup that is selected must be approved by the Subsystem Administrator.