



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

<b>ISICS Standard:</b>  <b>Emergency Call and Alarm Activation</b>	<b>Standard #:</b>	3.8.0
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### **1. Purpose or Objective**

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

### **2. Technical Background**

- **Capabilities**

The emergency switch or button feature, if programmed into radios, will allow a user to send an emergency notification by 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 emergency switch or button is pressed.

#### **Revert Emergency Programming:**

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.

### **Tactical Emergency Programming:**

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.

- **Constraints**

Emergency activation 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. 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.

### **3. Operational Context**

An agency may use the emergency switch/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 emergency switch/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/button activation restricted.”
- All agencies implementing the emergency switch/button must have a plan in place to respond to the emergency activations.
- All emergency activation response plans must include, at a minimum:
  - A central radio monitoring point that can identify which radio user 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 emergency switch/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**

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

## **6. Management**

Agencies wishing to use the emergency switch/button function must coordinate with the designated agency responsible for receiving and responding to the emergency activations. The receiving agencies must establish and maintain an appropriate plan, outlining the process 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/button usage may be directed to a predefined talkgroup in the radio programming and the talkgroup that is selected must be approved by the Subsystem Administrator.