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

ISICS Standard:	Standard #:	3.10.0
Talkgroup and Radio User Priority	Date Adopted:	06/12/2018
	Date Reviewed:	
	Version:	

1. Purpose or Objective

The purpose of this standard is to establish varying priority levels for talkgroups. This will ensure the most critical talkgroups on the system are granted a channel as quickly as possible when the system is experiencing busy conditions.

2. Technical Background

- **Capabilities**

  The system priorities can be managed at the user level and at the talkgroup level.

- **Constraints**

  All User Priorities will be set to 10. As radio users change talkgroups, their effective priority will be set by the talkgroup they are on.

3. Operational Context

Priority levels in the system will be managed at the talkgroup level. The goal is to distribute priorities across the system's talkgroups in a way that maximizes the ability for critical groups to communicate and minimizes the number of talkgroups with high priority. All User Priorities will be set to the lowest priority level, which is 10. As radio users change talkgroups, their effective priority will be set by the talkgroup that they are on.

4. Recommended Protocol/Standard

The appropriate System Administrator shall assign talkgroup priority levels, not exceeding the level defined by the criteria below. All talkgroup priorities are subject to the review and audit provisions that are specified in State Standards Section 1, Management of System.

Priority 1
[Definition: Emergency]
Priority 1 will be used only for Emergency Alert calls, i.e., calls where the emergency button is pressed will be given Priority 1 status.

Priority 2
[Definition: Extraordinary/Temporary, Console Tactical Upgrade for Priority 3] Priority 2 will be used for temporary reprioritization (via System Manager Terminal) of a lower priority talkgroup for critical operations, i.e., presidential motorcade, major incident command, etc. From a dispatch console position, a Priority 3 talkgroup can be upgraded to priority 2 by a dispatcher switching the "access priority" icon in the talkgroup window from "normal" to "tactical." In addition, Priority 2 will be assigned to dedicated "EMERGENCY ALARM" talkgroups for agencies that do not use the Emergency Alert (Emergency Button) function.

Priority 3
[Definition: Shared Talkgroups normally dealing with Mutual Aid]
Priority 3 will be used for public safety mission-critical announcement groups (multi-groups), network wide and local system wide mutual aid interoperability talkgroups,
i.e., regional tactical talkgroups, STAC's.

Priority 4
[Definition: Console Tactical Upgrade for Priority 5]
A priority 5 talkgroup can be upgraded to priority 4 by a dispatcher switching the "access priority" icon in the talkgroup window from "normal" to "tactical."

Priority 5
[Definition: Talkgroups dealing with the Safety and Protection of Life and Property]
Priority 5 will be used for talkgroups that have an impact on the delivery of services involving the safety and protection of life and property. Priority 5 talkgroups may also include those talkgroups used by personnel involved in high-risk and mission-critical field operations, i.e., law enforcement, fire, and EMS mains.

Priority 6
[Definition: Temporary Console Tactical Upgrade for Non-Mission Critical]
A priority 7 talkgroup can be upgraded to priority 6 by a dispatcher switching the "access priority" icon in the talkgroup window from "normal" to "tactical."

Priority 7
[Definition: Non-Mission Critical]
Priority 7 will be used for all other "secondary", "administrative", "nonessential", or

"non-mission critical" talkgroups used by subscriber agencies, both public safety and general government, i.e., public works.

Priority 8
[Definition: Temporary Console Tactical Upgrade for Non-Mission Critical]
A priority 9 talkgroup can be upgraded to priority 8 by a dispatcher switching the "access priority" icon in the talkgroup window from "normal" to "tactical."

Priority 9
[Definition: Non-Mission-Critical Low Priority Secondary Talkgroups]
Priority 9 will be used at the System Administrator's discretion for non-mission-critical low priority talkgroups. Training activities and educational facilities typically use this priority for training and educational purposes, as specified in their respective user agreement.

Priority 10
[Definition: Private and Interconnect Calls]
Priority 10 will be used for telephone interconnect calls or private calls, as defined by direct point-to-point, radio-to-radio communications that are not carried out within a talkgroup. This priority will also be used for talkgroups that are established for system testing.

5. Recommended Procedure

The Statewide System Administrator and Subsystem Administrators shall follow the outlined priority levels when creating or modifying talkgroups in ISICS.

6. Management

The Statewide System Administrator is responsible for supervision and management of this procedure.