



Standard Operating Procedure

Title / Subject

Emergency Button Operations

References/Updates:

06/13/2022

1. Introduction/Purpose

This policy is pertinent to any agency/programmer that has plans on utilizing the Emergency Activation Button on a WV SIRN approved radio. The purpose of this procedure is to insure that users are properly trained on the use of an Emergency Button and how to correctly implement a plan for their agency .

2. Definitions

All definitions are located in the "Definitions" document located on the SIRN Website at www.sirn.wv.gov.

3. Emergency Button Operations

a. Special Notes

- i. Currently emergency button presses on the SIRN are not capable of providing GPS coordinates to a dispatch center. While some radio manufacturers may have this feature within certain radios, it is currently not available on the SIRN. Users should be made aware of this and not give a false sense of the information sent or not sent by an emergency button press.
- ii. The SIRN system, as well as receiving radios or consoles only receive the Radio ID or the Alias put in the system when a properly programmed emergency button is pressed. It is imperative that proper accountability of radio assignments to end users, specifically as to who a specific radio (Radio ID) is assigned to is maintained. If an emergency button is programmed properly and the end user pushes it when needing assistance, that user can only be identified through accurate accountability of who each radio ID is assigned to.

b. Radio Programming Information

- i. Two types of emergency activation are possible in most radios, careful planning should be made to determine what best meets the need of the users.
 1. **Revert** – This means the radio will always send the emergency signal on a set talkgroup.
 2. **Tactical/Selected** – This means the radio will send the emergency signal on the channel that radio has selected.
- ii. The talkgroup number 1 (which is the default value for some radios) cannot be used; it is not a valid talkgroup.
- iii. Unless the agency has policy and procedures and appropriate equipment in place to receive an emergency button press, the feature should be disabled in the radioprogramming.

c. The Orange button on some radios should only be used for emergency button operation.

- i. Making another button the emergency button or using the orange button for something other than the emergency button can create confusion and result in false emergency presses.
- ii. If the feature is not used, the button should be left unprogrammed.

d. Console Operations

- i. **Direct Connect** – Direct Connect Consoles (Such as the MCC7500) have the ability to receive emergency alerts. Consideration should be given when programming the consoles to program buttons to acknowledge and clear the emergency, how the emergency will affect the console and

what channels should be monitored for emergencies. Your installer/programmer should be able to provide guidance and training on this feature.

- ii. **Radio Connect** – Since radio connect consoles have various configurations, here are a few things to confirm before deploying emergency button operations.
 - 1. Can the radios you use receive an emergency?
 - 2. Can the consoles you use decode or display the emergency?
 - 3. Do you have a method to continuously monitor for emergencies?

e. Talkgroup Use

- i. **Revert Talkgroup** – The recommended method for local and county agencies desiring to use the emergency feature is to request the creation of an EMERGENCY ONLY talkgroup. This will get the emergency off of dispatch channels and have a single revert channel for all to follow.
- ii. **Restricted Talkgroups** – The following talkgroups shall not be used for emergency button operations:
 - 1. County 911 Talkgroup
 - 2. Statewide SOS Talkgroup
 - 3. Any Regional Talkgroup
 - 4. Any Medical Command Talkgroups
 - 5. Any Talkgroup assigned to another agency, unless written permission is granted

f. Primary Dispatch Talkgroups

- i. The use of Primary Dispatch Talkgroups is highly discouraged as a place for emergency button operation. The emergency signal, open mic, etc. can prevent dispatching help in a time of need. Accidental presses or equipment malfunctions could also “tie up” the channel for extended time periods.

g. Requirements

i. Plan

- 1. Prior to programming and using an emergency button, a participating agency or umbrella agency should have a detailed plan to handle the emergency activation including:
 - a. Talkgroup for the emergency button activation
 - b. Monitoring method
 - c. Good radio assignment lists
 - d. Procedure to handle the activation
 - e. Training in the use and expectations for the users