Emergency Telephone System Board
Of DuPage County
Policy and Procedures

Policy #: 911-005.6
Previous Policy(s): 4.2.2
Effective Date: April 10, 2018
Revised: March 13, 2023

DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS)
Use of Emergency Button for individual Emergencies and Fire Evacuation System

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Purpose:
The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DEDIRS requirements for use and access of DEDIRS talk groups for the purpose of interoperability for emergency communications by acknowledging industry standards for definitions, terminology

Additional Authority:
50 ILCS 750 Emergency Telephone System Act

Goal:
It is the goal of the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless method of interoperable communication for use by agencies on DEDIRS for non-member agencies.

Scope:
This policy shall apply to all Public Safety Answering Points (PSAPs) within the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAPs, user agencies or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

I.   Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOM21 network in Illinois as an integrated component of its emergency dispatch telephone system. The system permits communication between telecommunicators and the first responding personnel they dispatch in response to calls placed to 9-1-1or managed through the authorized PSAPs. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

To achieve seamless interoperable communication, the establishment of standardized operational procedures and acceptable naming conventions are required to ensure that first responders can effectively operate subscriber units while on duty but especially during critical, active incidents when speed and accuracy are critical.

As defined in Policy 911-005.5, a "Talk group" is the term given to assigned groups on a trunked radio system. Unlike a conventional radio which assigns users a certain frequency, a trunk system takes a number of frequencies allocated to the system. The control channel then coordinates the system so talk groups can share these frequencies seamlessly. The purpose is to dramatically increase bandwidth.

Policy 911-005.6 shall deal specifically with the use of the emergency button on the subscriber (portable or mobile) unit.

II.   Emergency Button

The DEDIR System utilizes two radio technologies, digital trunked and conventional simplex. Certain radios in the DEDIR System have an LTE function.

This procedure describes the function of and the appropriate use for the emergency button on DEDIRS portable radios. The objective is the proper use of the emergency button as well as a uniform course of action by both DuPage County PSAPs and all field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those conventional channels might not have the equipment in place to monitor this activity. It should be noted the operation of the radio may differ (even slightly) when the emergency button is activated in the STARCOM21 (trunked) mode and the conventional mode.

III.   Trunked Talk Groups

The emergency button is used on a portable radio:
- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic, during times when verbalization may jeopardize the members safety, or when vital urgent situations arise e.g. MAYDAY.

Pressing the Emergency Button on a portable radio on a STARCOM21 Talk group:
- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100, or ADP01) and the talk group name on the radio consoles.
- The affected user's radio will flash "EMERGENCY" in a red ribbon on the radio's display screen.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.

IV.   Conventional Channels

The emergency button is used:
- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:
- When activated the radio will emit a hi/low tone. This tone continues until the radio is reset or timed out based on configuration.
- Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.

- The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.
- The tone will have priority over spoken audio.

V.   Actions to be taken upon receipt of an Emergency Button Activation

- The operational actions taken after the emergency button activation is defined by PSAP policy.
- For standardization purposes, both PSAPs should utilize the same terminology for officer safety reasons.

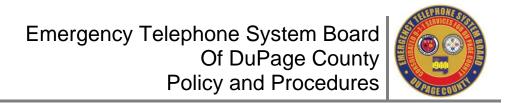VI.   Resetting the Emergency Button Activation

After activation of the emergency button on the APEX radio, the user must reset the button activation, which can be accomplished on one of two ways:

a.   The operator can push and hold the orange emergency button for approximately 3 seconds; he or she will hear a tone and the emergency button will reset or

b.   Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

VII.   Emergency Button as Evacuation Device – STARCOM Fire Mobiles

Mobile STARCOM radios in fire apparatus will be configured to work as an emergency evacuation system.

a.   To use the mobile in this manner:
- Set mobile radio to desired channel or talk group. The mobile radio emergency activation tone will only activate on the selected channel or talk group.
- Activate or "Key Up" and hold the handheld microphone key.
- Push emergency button while still holding the handheld microphone key.
- The High-Low evacuation tone will activate on the selected channel or talk group until the key is released.
- While the evacuation tone is activating, the user will not be able to communicate on the channel or talk group.
- When the key is released and the evacuation tone stops, the channel or talk group will be open for communication.

b.   It is important to note that while the STARCOM fire mobile radio evacuation tone sounds identical to the STARCOM portable radio emergency button activation, they perform differently.
- When activating the STARCOM portable radio emergency button, the user receives priority communication status.
- When activating the evacuation tone on the STARCOM mobile radio, the user simply activates the emergency alert tones on the selected channel or talkgroup. No priority is given to that user or radio.

Policy amended and adopted: _____

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Greg Schwarze, Chairman

Policy #: 911- 005.6: Emergency Button Activation and Reset

As the senior officer/department for my agency, I hereby acknowledge that the DEDIRS users under my command and/or authority have received and been trained on DuPage ETSB Policy 911-005.6: Emergency Button Activation and Reset.

In addition, going forward, this agency will:

1. On an annual basis review and train on DuPage ETSB Policy 911-005.6: Emergency Button Activation and Reset.

2. Provide a copy of this form annually when training of subscriber users has been complete, including a roster of users using ETSB911@dupageco.org the main DuPage ETSB email.

I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIRS standardization.

Acknowledged and agreed to this _____day of _____, 20_____

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[   ] Subscriber Unit or PSAP Roster Attached