Policy #: 911- 005.6
Previous Policy(s): 4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022, January 5, 2026

DuPage Emergency Dispatch Interoperable ~~Subscriber Unit~~Radio System (DEDIR System)
Use of Emergency Button

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

Additional Authority:
~~Public Act 100-002~~
50 ILCS 750 Emergency Telephone System Act
~~50 ILCS 751 Wireless Emergency Telephone Safety Act~~
~~83 Illinois Administrative Code Part 725~~
~~83 Illinois Administrative Code Part 1325.415(m)~~
~~OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board~~
20 ILCS 2615 Illinois State Police Radio 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~~DEDIR System for non-member agencies.

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

I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. ~~STARCOMM~~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 9-1-1. 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, standardization of operation and 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.

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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 unit.

The PSAPs shall establish operational policies for reacting to emergency activations as directed by their respective governing/advisory bodies. Any such operational policies established by the PSAPs shall not conflict with or nullify policies established by the ETS Board. In the event any policy established by a PSAP conflicts with or renders any ETSB policy a nullity, the ETSB policy shall control, and the PSAP's policy shall be null and void as if never enacted. The body resolving any dispute of policy conflict shall be the ETS Board based on simple majority. The policies will be published and accessible to surrounding PSAPs and the ETSB. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

II. Emergency Button

~~DEDIRS~~DEDIR System utilizes two radio technologies, digital trunked and conventional simplex.

This procedure describes the function of and the appropriate use for the emergency button on DEDIR System portable radios. The objective is the proper use of the emergency button as well as a ~~uniform~~ predictable, communicated, course of action by all DuPage County PSAPs and field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those 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:

- 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.

Pressing the Emergency Button on a STARCOM21 Talk group:

- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100) and the talk group name on the radio consoles.
- The affected user's radio will flash "EMERGENCY" 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.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- The policy of wearing an earpiece will be dictated by the officers jurisdiction.

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:

- 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.

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

- The assigned Telecommunicator for a monitored talk group or channel will transmit "William 1 (for instance), you have an E1," (or similar procedure that the PSAP has established for checking the status of a unit). If the alarm is for a non-monitored talk group, any console Telecommunicator can pull up the alarm window and handle the alarm. The level of activity at the communications center will determine which Telecommunicator handles non-monitored talk group alarms.

- The Telecommunicator should ~~hold the air and~~ attempt to contact the affected user (Police officer, firefighter, or other user). If the user that has activated his/her alarm cannot be reached over the radio after two (2) attempts, the Telecommunicator shall immediately dispatch backup if the location is known, and notify the Watch Commander/Shift Supervisor/Incident Commander. The Watch Commander/Shift Supervisor/Incident Commander shall make every effort to contact the affected person by any means necessary. This action shall be taken whether the user is believed to be on duty or not.

- When the PSAP is notified of emergency button activation from a radio belonging to one of their assigned units currently working with an outside PSAP, the home PSAP will immediately advise the outside PSAP of the emergency button activation. The outside PSAP will advise the home PSAP when the activation has been resolved.

- All units assigned to a channel which experiences an emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved. ~~If an alternate frequency has been designated by agency policy, all non-affected units and PSAPs shall switch to the alternate frequency leaving the affected unit and PSAP on the original frequency.~~
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- Once the affected user has been successfully contacted by the Telecommunicator, the affected user shall respond and include the word "**ACCIDENTAL**" in his or her response. If the affected user does not use the word "**ACCIDENTAL**," the Telecommunicator should assume

that the emergency activation is valid and immediately dispatch backup and alert the Watch Commander/Shift Supervisor/Incident Commander ~~who will coordinate the response to the distress call~~. If the user provides a response which in any way indicates that the signal was "**ACCIDENTAL**," (without having to remember the specific phraseology), the Telecommunicator shall announce that the activation is accidental and clear the alarm from the console screen.

- If the location of the affected user is not known, the Telecommunicator shall immediately announce the affected user's alarm activation and request that any information about his or her last activity or location be relayed to the PSAP.

- Verification activities may vary from agency to agency, but after an activation, the supervisor or his or her designee should confer with the affected user to confirm that he or she is safe.

- Agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/ Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.

- Any of the above steps may be accelerated or skipped if the Telecommunicator immediately believes the activation is valid based on all available information. In that case, the Telecommunicator will take any actions believed necessary to assist the officer in need.

- ~~This policy notwithstanding, a~~Agencies may develop their own policies regarding emergency activations due to local or acute factors requiring a change to the extent they do not conflict or nullify this policy and any such conflicts shall be addressed in the manner set forth in section I above.

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.

Policy adopted: _____

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~~Gary Grasso~~Greg Schwarze, Chair~~man~~

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

As the senior officer/department for my agency, I hereby acknowledge that the DEDIR System 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@dupagecounty.~~org~~gov the main DuPage ETSB email.

I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIR System 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

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