



# **Alaska Land Mobile Radio Communications System**

## **Subscriber Emergency Button Activation Procedure 300-7**

**Version 6**

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## Document Revision History

<b>Name</b>	<b>Date</b>	<b>Reason for Changes</b>	<b>Version</b>
Shafer, Sherry	11/20/2013	New - reviewed/approved by the User Council; final.	1
Shafer, Sherry	11/5/2014	Annual review/update. Approved by the Operations Management Office – final.	2
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Shafer, Sherry	11/27/2018	Annual review/update. Approved by the Operations Management Office – final.	5
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## **Acronyms and Definitions**

**Alaska Federal Executive Association (AFEA):** federal government entities, agencies and organizations, other than the Department of Defense, that operate on the shared ALMR system infrastructure.

**Alaska Land Mobile Radio (ALMR) Communications System:** the ALMR Communications System, which uses but is separate from the Alaska Public Safety Communications Service (APSCS), as established in the Cooperative and Mutual Aid Agreement.

**Alaska Public Safety Communications Service (APSCS):** the State of Alaska statewide telecommunications system microwave network.

**Alaska Municipal League:** a voluntary non-profit organization in Alaska that represents member local governments.

**Department of Defense – Alaska:** Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command and United States Northern Command.

**Executive Council:** the ALMR Executive Council which is made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Federal Non-DOD agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

**For Official Use Only (FOUO):** this designation is used within the Department of Defense and the Department of Homeland Security to identify unclassified information of a sensitive nature, not otherwise categorized by statute or regulation, the unauthorized disclosure of which could adversely impact the conduct of federal programs, or other programs or operations essential to the national interest.

**Freedom of Information Act (FOIA):** a law ensuring public access to U.S. government records. FOIA carries a presumption of disclosure; the burden is on the government - not the public - to substantiate why information may not be released. Upon written request, agencies of the United States government are required to disclose those records, unless they can be lawfully withheld from disclosure under one of nine specific exemptions in the FOIA. This right of access is ultimately enforceable in federal court.

**Information Assurance (IA):** information operations that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for



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restoration of information systems by incorporating protection, detection, and reaction capabilities.

**Local Governments:** those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

**Member:** a public safety agency including, but not limited to, a general government agency (local, state or federal), its authorized employees and personnel (paid or volunteer), and its service provider, participating in and using the System under a Membership Agreement.

**Municipality of Anchorage (MOA):** the MOA covers 1,951 square miles with a population of over 300,000. The MOA stretches from Portage, at the southern border, to the Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

**Operations Manager:** represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. In coordination with the User Council, the Operations Manager establishes policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement.

**Operations Management Office (OMO):** develops recommendations for policy, procedures, and guidelines; identifies technologies and standards; and coordinates intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

**State of Alaska (SOA):** the primary maintainer of the state's microwave system, and shared owner of the System.

**System Management Office (SMO):** the team of specialists responsible for management of maintenance and operations of the System.

**User:** an agency, person, group, organization or other entity which has an existing written Membership Agreement to operate on ALMR with one of the Parties to the Cooperative and Mutual Aid Agreement. The terms user and member are synonymous and interchangeable.

**User Council:** responsible for recommending all operational and maintenance decisions affecting the System. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management oversight and



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operations of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.

## **1.0 Purpose**

This document serves as a guide regarding appropriate use of the subscriber Emergency Alarm and/or Emergency Button (E-Button) on the Alaska Land Mobile Radio (ALMR) Communications System. The goal is to provide a simple process to members, as well as dispatch centers, for understanding the responsibilities surrounding the activation, acknowledgement and clearing of E-Button alarms.

## **2.0 Roles and Responsibilities**

### **2.1 Executive Council**

The Executive Council (EC) shall be responsible for the management and enforcement of sanctions when violations of the Subscriber Emergency Button Activation Procedure warrant such action.

### **2.2 User Council**

The User Council (UC) shall be responsible for the formal approval of the Subscriber Emergency Button Activation Procedure, and any substantial revisions hereafter.

### **2.3 Member Agencies**

User agencies should hold regular training sessions on radio use, to include the activation/de-activation of the E-Button.

Regional dispatch must be notified of the training activities taking place, prior to any E-Button activation, in order to prevent a false alarm.

## **3.0 Emergency Button Use**

E-Button activations receive the highest priority on the ALMR System. Subscribers will remain in the selected emergency talkgroup until the E-Button activation is cleared.

E-Buttons should only be activated when imminent danger exists and immediate assistance and/or aid is required. E-Buttons are not to be used in day-to-day operations simply because an agency and/or individual believe the service they are providing is more important than other public safety services operating on ALMR at the time.

### **3.1 Subscriber Programming**

Radios should always be programmed to switch to one of the owning agency's monitored talkgroups when an E-Button activates. This allows for immediate identification of the radio and determination of the individual assigned to it. Assistance can then be rendered, if necessary. Agencies can also elect to execute agreements

with specific dispatch centers to monitor their alarms (see paragraph 3.3). A Dispatch Services Memorandum of Agreement can be obtained from the Operations Management Office (OMO).

### **3.2 Activation**

To activate the E-Button, the radio must be powered on and the operator will simply push the recessed orange button. The red transmit LED light will illuminate, a series of short, medium-pitched tones will sound and the display (on appropriately equipped radios) will alternate between the current talkgroup and/or channel name and the word **“EMERGENCY.”**

**NOTE:** The radio will automatically switch between the talkgroup and/or channel without interaction of the operator.

The activation of the E-Button will also initiate an **“EMERGENCY”** alarm on the agency dispatch center console.

The dispatch operator will then respond to, and ask for a description of, the emergency. The individual activating the E-button should immediately notify the dispatch operator of the purpose for the activation. If the activation was accidental, this is the time to let the dispatcher know and then deactivate the alarm.

**NOTE:** Do not try to turn the radio off or change channels to disable the E-Button activation, as this only complicates the issue.

### **3.3 Dispatch Monitoring**

Agencies must not arbitrarily pick an Alaska State Trooper dispatch center, or another agency dispatch center, to receive their emergency alarms. It is the user agency's responsibility to ensure a written agreement is in place with the appropriate dispatch center.

If your agency has an agreement with another agency's dispatch center to receive your E-Button activations after hours and/or on weekends, ensure that an up-to-date list of radios and the individuals they are assigned to is provided to that dispatch center. It does little good to the dispatcher to get an emergency alarm, if the user can't be identified and contacted.

### **3.4 Conventional/Simplex Mode**

The E-Button function does not work on conventional/simplex channels. If the radio is on a conventional/simplex channel, or a channel that hasn't been programmed with the E-Button function, the display will read **“NO EMERGENCY.”** If you see this displayed,



the radio must be switched to a channel that displays “**EMERGENCY**” when the button is pushed.

**NOTE:** Some agencies have elected not to program the E-Button function into their radios. Check with your agency Training Administrator, or designated point of contact, to determine whether your agency radios have the E-Button programmed.

## 4.0 Dispatch Console Response

When the dispatch console receives an Emergency Alarm:

- The border of the icon will flash red (see figure 2)
- The status line in the resource header displays “Emergency”
- The Stack and the Activity Log displays “Emergency” in red
- A continuous emergency tone is generated for each emergency alarm received

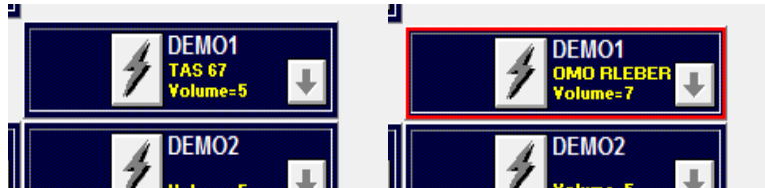


Figure 1 - Normal View

Figure 2 - Emergency Alarm Activation

## 4.1 Emergency List Activation

The dispatcher handling the call should click on the emergency alarm icon, which will display the Emergency List (see figure 3). The Emergency List displays all pending Emergency Alarms; check for multiple alarms.



Figure 3 - Emergency List

## **4.2 Alarm Acknowledgement**

Once the subscriber unit is identified, use the instant transmit button to respond to the subscriber and request identification of the emergency.

The dispatch center must acknowledge the Emergency Alarm in order to silence it. The dispatcher will acknowledge and silence the alarm at all consoles by clicking the illuminated “Acknowledge” button.

## **4.3 Alarm Conclusion**

The dispatcher will use the illuminated “Emergency Knockdown” button and clear the alarm on the console once the emergency has been resolved, or confirmed to be false, and then close the Emergency List.

## **5.0 Radio Reset**

Once the emergency situation, or false alarm, has been resolved and the dispatch center notified, the radio can be reset by pressing and holding the E-Button for several seconds. This will also clear the emergency alarm on the dispatch console. The radio will automatically switch back to the original talkgroup and/or channel once the alarm is reset.

## **6.0 Emergency Button Abuse**

Individual abuse of the E-Button should first be dealt with by the agency in question, and in consultation with any agency that provides dispatch services.

If the abuse becomes a System issue, the User Council will recommend the appropriate sanctions for the offending agency to the Executive Council for implementation.

## **7.0 Compliance**

Compliance with the Subscriber Emergency Button Activation Procedure is outlined in ALMR Subscriber Emergency Button Activation Policy Memorandum 300-7.