

BERKS COUNTY
DEPARTMENT OF EMERGENCY SERVICES

COMMUNICATIONS DIVISION

FIELD USER
OPERATIONS AND PROCEDURES MANUAL



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OUR MISSION

The Berks County Department of Emergency Services proudly executes our mission of contributing to the safety of individuals living and working in, and travelling through, Berks County, Pennsylvania. In conjunction with our local, state, and federal partners, we maintain a state of high readiness for disasters, both technological and natural, through a comprehensive program of mitigation, prevention, preparedness, response, and recovery.

Our staff stands ready with training and expertise in skills related to emergency communications, planning, technical incident support, logistics, and command. This expertise, in conjunction with a relentless pursuit of our five core values, makes us a leader among the Pennsylvania emergency services.

CORE VALUES

Our sense of **Duty** recognizes the importance of our mission to the community we serve. It ensures that we always remember that, together, we are part of something bigger than ourselves, and even bigger than the sum of all our parts. It is the foundation of our dedication.

Our **Integrity** ensures that actions taken in the pursuit of our mission are ethical, and promote the philosophy of “the greatest good” when we are faced with difficult or paradoxical decisions. It allows us to remember that we are part of our team in both our professional and our personal lives.

Our **Compassion** allows us to render aid to others in a way that values the individual we are interacting with. It also helps us to value the concepts of altruism, loyalty, and respect with all persons with whom we work.

Our sense of **Equality** reminds us that we execute our mission for the benefit of all regardless of their race, color, religion, nationality, sex, age, infirmity, political affiliations or sexual preference.

Our commitment to future **Vision** constantly drives us to work toward the community’s needs tomorrow, while meeting its needs today. It ensures that we will never find ourselves having not predicted the public safety needs of our constituency at a level that would prevent us from serving them efficiently

DELIVERY OF COMMUNICATION SERVICES

The Berks County Department of Emergency Services (DES), in its communications role, operating under the authority of the County of Berks and the Commonwealth of Pennsylvania, administers and delivers services to the Public and Field Users in the most effective, efficient, and professional manner possible. These services includes receiving calls for assistance, dispatching of the appropriate resources, providing ongoing support to response agencies, and other related services that DES management deems appropriate from time to time.

Except as required or permitted by law, Berks DES will not act as a surrogate for any public safety agency by assuming duties and responsibilities that are legally or procedurally within the province of those agencies.

In the delivery of communications services, Berks DES does not have the authority to dictate the manner in which public safety organizations respond to or manage incidents within their jurisdiction/purview. However, as these operations have sub-parts that relate to services provided by Berks DES, or the use of technical systems managed by Berks DES, Berks DES will direct the process by which these sub-parts are conducted.

SECTION 1 DEFINITIONS

DEFINITIONS

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2 Part Messaging – A methodology of initiating communications wherein the sender transmits the message under the assumption that the recipient is ready to receive the transmission with no preparations required.

4 Part Messaging – A methodology of initiating communications wherein the recipient acknowledges a readiness to receive the intended transmission before the transmission is sent.

9-1-1 Call Taker – An employee of Berks DES assigned to receive 9-1-1 and 10 digit calls coming into the Communications Center.

9-1-1 Records – Records or parts of records, except time response logs, pertaining to audio recordings, telephone or radio transmissions received by emergency dispatch personnel, including 911 recordings. (65 P.S. § 67.708(18)(i)(ii)). These records are excluded from PA Act 3 of 2008, commonly the PA Right to Know Law, and as such, are not exposed to public release except when, in the opinion of the Court or DES, the public benefit of such release outweighs the interest in nondisclosure.

Air Priority – A state where the traffic on a specific Talk Group is to be restricted to matters related to only the issue that resulted in the Air Priority being placed in effect. This condition may result in the modification of other normal radio system processes and procedures.

Automatic Number Identification (ANI) – telephone number associated with the access line from which a call originates

Automatic Location Identification (ALI) – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates

Abandoned Call – A call placed to 9-1-1 in which the caller disconnects before the call can be answered by the Public Safety Answering Point (PSAP) attendant.

Busy System – A trunked radio system condition wherein insufficient call processing resources are available to accommodate all of the radio traffic demands of the radio system. This condition results in additional push to talk requests (PTTs) being placed in a Queue until call processing resources become available.

CAD – The Berks County Computer Aided Dispatch System that is used in the Center for management and maintenance of dispatches and incident events.

CAD Users – A subcategory of Field Users that access the Radio System.

Cell – See definition of Site.

Center – The Berks County DES Emergency Communications and Operations Center

Console (Subsystem) – The Consoles or Console Subsystem is the computers used by the Radio Operators at DES to control the Radio System.

Channel – A channel is specifically a simplex frequency or repeater pair used for radio communications. While this term is sometimes erroneously used to refer to a trunked Talk Group (eg. meet me on the Berks Fire A channel), this is incorrect. In the Berks Radio System there are numerous examples of channels that are used. They include:

Alerting Channels – Conventional frequencies used for the purpose of activating pagers, Knox boxes or other tone devices. These channels are permanently Patched to System Talk Groups to permit System Users to also access these resources. These channels are recorded.

Interoperability Channels – Certain channels in the various segments of the radio spectrum used to allow out of county agencies with these channels programmed into their radio to inter-communicate with System Users by virtue of Patching. These channels are permanently Patched to System Talk Groups to permit System Users to also access these resources. Likewise, all System Subscriber Radios are programmed with 700 and 800 MHz interoperability channels (both simplex and in repeater pairs) to allow System Users to take their radios outside the county in support of mutual aid operations where there is infrastructure to support them. These channels are recorded.

Tactical Channels – Low power simplex 700 MHz channels used for on scene communication. These channels are so low in transmit power that users on opposite ends of the County could both use the same channel and not interfere with each other. These channels are not recorded and are unable to be monitored at the Communications Center.

Trunked Channels – All of the Trunked System Traffic is carried on specific Channels in the 700 MHz band. System Users do not know what Trunked Channel their communication is being sent on at any given time and, unlike in a conventional radio system, each time a System User presses the push to talk button, their communication may be on a different Channel. The Trunked System uses its computer control to decide what Channel to use and how to present the data being transmitted on that Channel to the System User so that the User hears desired traffic and does not hear undesired traffic.

DES – The Berks County Department of Emergency Services

Dispatcher – Generally the individual assigned to one-way radio communications in the Communications Center. The individual that “dispatches” fire and EMS units using the VHF Paging System(s).

DVRS – Digital Vehicular Repeater System, a device that extends the coverage of a portable radio by allowing the portable radio to communicate with the device on a conventional channel and then using a linked mobile radio to “rebroadcast” the transmission out on the System Talk Group that the mobile radio is set to. Transmissions coming back to the mobile radio are then relayed back through the DVRS to the portable radio. Portable radios communicating through a DVRS will experience a limited subset of functionality with respect to ancillary radio features such as emergency call pass, ID pass, etc.

Dynamic Regrouping – Dynamic regrouping is a system function that places individual units into a new predefined Talk Group. This function is based on specific unit identifiers and is configured by Berks DES. When activated by Berks DES, specific units are placed into a pre-designated dynamic Talk Group together. There can be more than one dynamic Talk Group defined in the system but a radio can only be in one. When activated the user display toggles between “regroup” and the Talk Group they were previously using.

Emergency – A condition where a System User presses the designated emergency button on his radio. This results in a visual and audible notification to all users on the same channel or Talk Group receiving a visual and audible notification that an emergency has been declared. This notification is accompanied by an indication of which radio declared the emergency. In most cases, the emergency is also received at the console system in the Communications Center. Emergencies are handled in one of three ways depending on what channel/Talk Group the radio is set to when the emergency is button is pressed. These are No Emergency Enabled, Tactical, and Talk Group Revert (Revert):

No Emergency Enabled – An emergency button press has no effect (button is disabled on the specific Talk Group/Channel).

Tactical – The radio stays on the Talk Group/Channel it was on when the emergency was pressed. This configuration is used when it is anticipated that the most readily available help for someone pressing an emergency button will already be on the channel/Talk Group the emergency is being declared on.

Revert – The radio, without user intervention, changes to a designated revert Talk Group after an emergency button press. This configuration is used when it is anticipated that the most readily available help for someone pressing an emergency button will not be on the Talk Group the emergency is being declared on.

A list of Talk Group/Channel Emergency configurations is attached as **Appendix E**.

Fail Soft – Fail Soft is a back-up mode of operation that is automatically activated when the Trunked Radio System experiences loss of its primary and backup central controller computers. While in the Fail Soft mode, radios will display “FAILSOFT,” and a Fail Soft alert tone is heard approximately every 10 seconds. Fail Soft operation provides communications via repeaters/base radios in order to maintain vital communications. Most Talk Groups are associated to a Fail Soft channel and all radios on Fail Soft designated Talk Groups will automatically switch to their Fail Soft channel. This will result in many conversations that were previously on unique Talk Groups being combined onto a common channel. A list of all Talk Groups and their assigned Fail Soft channel has been attached as Appendix E.

Field Users – Generally, the personnel and agencies from public safety and government organizations served by the Berks County Department of Emergency Services. This includes personnel/agencies receiving both technical and human support from DES.

Encrypted Talk Groups – Encryption is the process of encoding “plain language” messages into “secure” messages that are transmitted over the air in a format that is unintelligible to anyone not authorized to receive them. To receive the radio message, a radio must have the proper encryption key to decode the message. The primary Encryption utilized on the Berks County radio system is Advanced Encryption Standard (AES), but some other channels are encrypted with Advanced Digital Privacy (ADP) for convenience of users and cost savings. A list of all Talk Groups and their assigned encryption state has been attached as Appendix E.

Interoperability Overlays – Collectively, the wide coverage Simulcast conventional subsystems that are a part of the Berks County Radio System. Overlays exist in the low cut of VHF Low Band, the high cut of VHF Low Band, VHF High Band, UHF, and 800 MHz. It is through these Overlays that field units without Berks County Trunked System radios can communicate with Berks County System Users.

Manual – The Berks County Department of Emergency Services Communications Division Field User Operations and Procedures Manual

Master Site – The physical location where the central control of the Trunked Radio System is located. The Berks County Radio System has a primary and redundant Master Site. Loss of both Master Sites, or loss of connectivity to both master Sites results in a Site Trunking condition.

Mayday (Mayday Operations) – A fire service operation initiated by a life safety emergency (real or perceived) experienced by a firefighter(s). Generally Mayday Operations will result in the immediate deployment of Rapid Intervention Team resources to “rescue” or locate the individual(s) declaring the Mayday.

Mobile Computer Terminal (MCT) – Networked PC used by field users to access CAD.

Mode – In the programming of a mobile or portable radio, a single Talk Group or Channel (Example, the Berks EMS Talk Group is in Mode 1 of the Berks EMS Zone on the radio).

Patch(ing) (Console Patching) – The method by which two normally unique radio resources can be connected to facilitate communication between parties operating on the unique resources. This function is performed through the console system. Patching is a key component of the Berks County system and is how out of county and other conventional operators are “joined” into the system for interoperability in the field.

Public – Generally the individuals served by DES that are not otherwise Field Users, or who are Field Users but are being serviced by DES in a capacity other than their Field User capacity. This includes, but is not limited to residents, visitors, and travelers of/in Berks County who call 9-1-1 to summon aid or report a problem.

Queue – A state where a radio that placed a PTT request is put in line for the next available channel due to the system being in a Busy condition when the PTT request was made. Queuing priority is determined by the assigned priority level of the Talk Group being requested, and then in sequential order of the PTTs in Queue.

Radio Inhibit (Inhibition) – The act of severing the ability of a radio or group of radios to access the Radio System. This will generally be done to prevent an unauthorized radio from accessing system resources, to protect the system when an authorized radio is unaccounted for, or to deny an individual access to the System when that individual is abusing system resources. A radio that is inhibited will require action to be taken by both DES and the radio owner and may incur cost for the radio owner.

Radio Operator (Operator) – An employee of Berks DES assigned to manage a radio console and the associated command and control functions related to that position.

Radio System – The Berks County owned and operated land mobile radio system used by most public safety and government agencies in Berks County for the purpose of communication during emergency (and in some cases) non-emergency operations inclusive of all sub-systems and all bands. The System is actually a Trunked Radio System, multiple Simulcast conventional radio systems, and other conventional radio resources that work together to provide the intended functionality.

Remote Monitor – The radio system provides a manual remote monitor feature that allows authorized Console Operators to turn on the microphone of a target radio (subscriber alias or IDs only). No audible or visual indication is provided to the target radio.

Scan List – A sequence of (16) or less Talk Groups or Channels (Scan Members) that collectively represent the communication paths that a Subscriber Radio will check for traffic when the Scan functionality of the radio is turned on. Every Subscriber Radio has three Scan Lists (See SCANNING policy).

Scan Member – Non-Priority– Up to (14) fourteen Talk Groups that are added to a System User’s established Subscriber Hardware Scan List(s). These members are secondary in precedence to Priority Scan Members.

Scan Member – Priority – (2) Two Talk Groups in a System User’s established Subscriber Hardware Scan List(s) that are designated as having precedence over Non-Priority Scan Members. A non-priority conversation will be interrupted by Priority 1 or Priority 2 Talk Group activity. In most cases the Priority 1 Scan Member is “selected channel” and cannot be changed. System Users should be familiar with their own radio’s scanning configuration.

Simulcast – A functionality of the Radio System where the signal being transmitted is actually broadcast from multiple radio towers in a timed/engineered fashion so that it is received by field user across a much larger geographical area than a transmission from a single tower would be received.

Site – This term is often used to refer to a physical plant where radio signals are transmitted and received from (a radio tower). However, this terminology is generally not correct in wide area system like the Berks County Public Safety Radio System. In a wide area system, the Site is actually a collection of multiple radio tower locations that work together in Simulcast. The Berks County Radio System has (2) Sites (sometimes referred to as cells or zones). These Sites are the North Site and the South Site.

Site Trunking – A trunking state where a Simulcast Site loses its link to the Master Site zone controller. In this state, the Simulcast prime Site controller handles all call processing. Radios affiliated to this simulcast site in this state can only communicate with other radios and resources at that Site. In the Berks County System, a Site Trunking condition means that field users in the North Site coverage can communicate with each other, and field users in the South Site coverage can communicate with each other, but users in one Site cannot communicate with users in the other site. Also, console system connectivity to the sites is lost and the Communications Center will need to access the Trunked Radio System by use of portable radios. Unless the cause of the Site Trunking condition is a loss of connectivity, conventional resources are still available at the console system. This condition represents a serious loss of Radio System functionality.

Subscriber Radios – The portable, mobile, base (console) and DVRs used by System Users to access the Radio system.

System Users – A subset of Field Users that access the Radio System.

Talk Groups – Refers to virtual radio channels created in a trunked radio system. In a trunked radio system, the actual frequency (channel) being used is generally unknown to the user as the system assigns channels as necessary from a bucket of available resources in order to carry conversations that take place on the various system Talk Groups. For convenience, the words Talk Group and channel are used interchangeably throughout this document. Talk Groups used on the radio system

include administrative Talk Groups, dispatch Talk Groups, Operations Talk Groups, regional Talk Groups, and tactical Talk Groups.

Dispatch Talk Groups – These are Talk Groups used solely for one way communication out to the System Users in order to make notifications about calls for service.

Hailing Talk Groups – These are Talk Groups that are used for primary discipline operations. In the municipal police discipline, the dispatch function also takes place as part of the hailing channel operation.

Operations Talk Groups – These are Talk Groups available to segregate traffic for a certain incident or planned event.

Administrative Talk Groups – These are Talk Groups used by numerous System User agencies for business, training, or other non-response related activities. This category also includes agency specific assigned Talk Groups.

Telecommunicator (TC) – An employee of Berks DES inclusive of Dispatchers, Radio Operators, and 9-1-1 Call Takers.

TelePatch – A functionality that permits the Operator to receive or make a landline telephone call from the console and then Patch that call into designated Telepatch Talk Groups to permit a conversation between a caller and a System User in the field. This functionality requires considerable “training,” particularly for the individual on the telephone, to ensure they understand that the conversation is half-duplex (only one person can talk/be heard at a time unlike a full-duplex telephone conversation wherein the parties can talk over each other), and is being broadcast over public radio channels.

Telephone Interconnect – The telephone interconnect feature allows selected radios to make and receive phone calls. Telephone interconnect provides a temporary connection to a landline telephone through the radio system. Telephone interconnect allows radio users to call a telephone number from the field. This functionality is not enabled in most radios in the system.

Trunked ID (Radio ID) – A unique radio identification number assigned to each Subscriber Radio that is provisioned on the system.

Trunked Radio System – A Trunked Radio System is a complex type of computer controlled two-way radio system that allows sharing of relatively few radio frequency channels among a large group of users by “masking” Talk Groups over the available channels.

Urgent Traffic – The terminology used to identify communications traffic, the receipt of which should be prioritized above all other traffic, except that traffic related to an immediate life safety matter.

Watch Officer (WO) – The individual assigned the role of front line supervision of the DES communications operation at any given time.

WebCAD – A CAD subsystem that permits appropriately credentialed users to access certain data from the CAD system through a web browser interface.

Zone – This term is used in many different contexts and requires an understanding of the intent of the speaker/writer to be clear.

Zone (as a reference to part of the radio system) – See Site definition.

Zone (as a reference to the programming of a portable/mobile radio) – A collection of 16 or less Modes (Talk Groups or channels) programmed into the radio in packages for user convenience.

Zone (as a reference to geography) – An specific area of the County used to designate primary hailing Talk Groups in the police and fire services(etc. Fire Zone A, Police Zone B).

SECTION 2
ADMINISTRATIVE POLICIES AND
PROCEDURES

COMMUNICATIONS DIVISION FIELD USER OPERATIONS AND PROCEDURES MANUAL

rev. April 30, 2014

1.0 SCOPE

The intent of this policy is to establish a manual of procedures and directives (Manual) for use by Field Users in order to ensure that DES is able to achieve its communications mission.

2.0 POLICY

DES, in conjunction with representative groups of Field Users, shall develop and make available the Manual. The Manual is a series of documents that contains directives and procedures used by DES staff and Field Users. It is tailored and specific to meet Field Users' need for simplicity. Except as may be specifically indicated in any policy/section, the contents of the Manual applies to all Field Users and compliance is a condition of service receipt and Radio System access.

3.0 PROCEDURE

- 3.1 Review/development of Manual content will be an as needed and on-going dialogue between DES and the Field Users through their respective representative bodies.
- 3.2 Proposed and accepted changes to the Manual will be published by DES as final on a timeline determined through a balance between urgency of change and efficiency of process.
- 3.3 While the Manual may be distributed by other means from time to time, access to the Manual will primarily be provided at the DES website. Some aspects of the Manual may be deemed to be not for public distribution. These sections will be marked as "REDACTED" in the public version and distributed on a need to know basis in part by other means.
- 3.4 All Field Users will read and familiarize themselves with the Communications Standard Operating Manual.
- 3.5 Non-urgent Requests for clarification of the tenants set forth in the Manual, or requests for deviations from same, will be by written submittal to DES.
 - 3.5.1 Requests for urgent clarification of the tenants set forth in the Manual, or requests for urgent deviations from same, will be made by voice to the Watch Officer.
 - 3.5.2 The Watch Officer will have final discretion in deciding whether the request is urgent or should be deferred to a normal process.
- 3.6 All Field Users and DES personnel will follow the direction set forth in this manual.
 - 3.6.1 While it is the intention of DES that the Manual will prevail as a matter of practice, all Field Users are to be aware that DES reserves final and absolute discretion in modifying, suspending, or eliminating in whole or part, the Manual.
 - 3.6.2 All efforts will be made to clearly communicate any such changes to Field Users but at times prevailing circumstances may make this impossible.

DES ORGANIZATIONAL CHAIN OF COMMAND

rev. April 30, 2014

1.0 SCOPE

The intent of this policy is to define the chain of command in the DES and provide for clear direction in the matter of accessing the chain of command.

2.0 POLICY

Berks DES is organized as described herein. The Director has delegated the authority to execute the activity of specific organizational components to individual employees through a chain of command. Each employee is accountable for the use of that delegated authority. All official communications or matters involving the Center or employees will be made through proper channels following the chain of command. Efficient handling of outside inquiries is dependent on accessing the chain of command at the appropriate level to ensure that work is properly distributed and individuals are able to act in their established roles. Matters should be elevated in the chain of command only when the appropriate individual has been given an opportunity to address a matter and has failed to do so or has done so in a way not satisfactory to the individual raising the inquiry/matter at hand.

3.0 PROCEDURE

- 3.1 Department-wide Chain of Command - DES has an executive management team of individuals consisting of a director and a deputy director who are responsible for all mission areas of DES.
 - 3.1.1 Director of Emergency Services - Responsibility for DES rests with the Director of Emergency Services who is principally responsible for organizing, directing, and coordinating all activities, both administrative and technical, in the management of Berks County's public safety programs in support of law enforcement, fire/rescue, emergency medical services, emergency management and related resources. The director is responsible for the continuing and efficient operation of the Center and the execution of the County's emergency management responsibilities in concert with state and federal requirements laws and regulations
 - 3.1.2 Deputy Director of Emergency Services - In the absence of the director, or the inability of the director to fulfill his duties due to incapacitation, and with respect to activities that cannot reasonably await the ability of the director to address, or in cases where previous authority over such matters has been granted to the deputy director, the deputy director is empowered to act fully as the director, including in his legal authority as county emergency management coordinator.

Chain of command in DES below the deputy director is dependent on process and role. It consists of a team of senior managers, each having responsibility for their programmatic area.

- 3.2 Communications Operations Chain of Command
 - 3.2.1 Communications Operations Manager - The communications operations manager (COM) is responsible for oversight of the Center's personnel and processes.

In the absence of the deputy director, or the inability of the deputy director to fulfill his duties due to incapacitation, and with respect to Communications related activities that cannot reasonably await the ability of the deputy director to address, or in cases where previous authority over such matters has been

granted to the COM, the COM is empowered to act fully to execute the Communications role of DES. In doing so, he works closely with other DES senior managers responsible for related program areas.

3.2.2 Senior Watch Officer

The senior Watch Officer (SWO) acts as an assistant to the communications operations manager in fulfilling his duties.

In the absence of the COM, or the inability of the COM to fulfill his duties due to incapacitation, and with respect to Communications related activities that cannot reasonably await the ability of the COM to address, or in cases where previous authority over such matters has been granted to the SWO, the SWO is empowered to act fully to execute the Communications role of DES. In doing so, he works closely with DES senior managers responsible for related program areas.

Generally, Field Users and the Public will not need to address matters to steps in the DES chain of command at this level or higher, except when efforts below have not been found to be satisfactory, the issue involves a specific individual at DES who would also be the point of contact, or other extenuating circumstances exist that justify immediate elevation.

3.2.3 Watch Officers

The DES Watch Officers (WO) provide front line supervision of communications staff on a 24 x 7 basis. The on-duty WO is the primary means of access for Field Users desiring to make inquiries or file complaints or compliments with respect to DES operations. This individual is accessed by calling the Center on an administrative line and requesting to speak with them. These individuals are provided broad latitude in managing the communications process including the suspension or changing of policy to adapt to operational needs

In the absence of the SWO, or the inability of the SWO to fulfill his duties due to incapacitation, and with respect to Communications related activities that cannot reasonably await the ability of the SWO to address, or in cases where previous authority over such matters has been granted to the WO, the WO is empowered to act fully to execute the Communications role of DES. In doing so, he works closely with DES senior managers responsible for related program areas.

3.2.4 Telecommunicators

The employees of DES are a highly trained and experienced staff of Telecommunicators (TC) who have varying skill sets. On any given day, a TC may be assigned in a call taker role, receiving and managing 9-1-1 and administrative calls, or as a radio operator communicating with/dispatching Field Users.

In the absence of the WO, or the inability of the WO to fulfill his duties due to incapacitation, and with respect to Communications related activities that cannot reasonably await the ability of the WO to address, or in cases where previous authority over such matters has been granted to a senior TC on a shift, the senior TC is empowered to act fully to execute the Communications role of DES. In doing so, he works closely with DES senior managers responsible for related program areas.

Notwithstanding the above, each individual TC is given a moderate degree of discretion to execute his individual work responsibilities and **most Field User**

needs can be addressed to an appropriate TC for processing without the need to otherwise elevate.

PROFESSIONAL RESPONSIBILITIES PROCESS

rev. April 30, 2014

1.0 SCOPE

The intent of this policy is to describe the process and procedure for the handling of complaints/compliments relating to the services provided by the DES Communications Center.

2.0 POLICY

It is the policy of Berks DES to actively seek out and encourage communications from Field Users and the Public concerning the services provided by the Center.

External communications are used as part of the department's continuous improvement process. Any external communications, whether critical or complimentary, are managed through the department's professional responsibilities (PR) process which is led by a designated professional responsibilities officer (PRO).

Through this process, it is the policy of DES to ensure that staff involved in operations where there is performance that is noteworthy or beyond the norm is made aware of their involvement, and their performance is recognized as having been important to the outcome. Likewise, when staff fails to perform to expectations, this process is one of the ways that opportunities for retraining or potentially for discipline are recognized.

The PR process can be complicated, and sometimes Field Users will recognize a problem for which they believe they understand the causation, but their perception may not be correct. Each transaction handled by the Center touches numerous technical and human systems. Each of these touch points represents a possible point of failure, and often an investigation is required to truly understand the issue. DES will assign resources to investigate these issues based on current workload and understanding of the impact or risk of repetition (e.g. a situation that has a risk of being repeated and causing an impact on a future incident outcome is viewed much more urgently than a complaint related to a ministerial administrative task). As such, it is critical that a FULL accounting of the matter be reported as indicated under PROCEDURE.

Except as noted below, all complaints/compliments will be investigated. However, the filing party will receive a communication (either written or verbal) from the PRO only if the original inquiry is filed in writing.

The communication from the PRO will find the matter to be FOUNDED or UNFOUNDED. Confidentiality and employee relations issues may mean that the filing party may not be privy to the handling of the outcome, but at least that an assurance that the matter was noted and addressed will be communicated.

When multiple inquiries are received about a single matter, DES reserves the right to address the outcome only with the most senior official of an organization, or with the organization representing the authority having jurisdiction in the case of inquiries from multiple organizations.

DES reserves the right to determine that an inquiry is frivolous in nature and to not investigate the matter. This would generally be when the matter is related to an insignificant happening, a one-off circumstance, or no detrimental outcome to the action is identified.

This same process is used for complaints/compliments originating from DES with respect to Field Users and also for issues between/among Field Users when those situations involve DES systems/processes.

3.0 PROCEDURE

- 3.1 Persons wishing to make known a situation requiring further review by DES management will contact the DES on-duty Watch Officer by telephone by calling the Center on an admin line and requesting the WO. This should be as soon as practical after the situation being reported arises.
 - 3.1.1 The WO will request a thorough verbal account of the situation.
- 3.2 If the individual filing the notice desires a follow-up communication, then the initial inquiry must be in writing by filing an Incident History Audit Request (IHAR) form which is available at www.berksdes.com.
- 3.3 After receiving a written or verbal IHAR, the WO will open an Incident History Audit (IHA).
- 3.4 The IHA will be processed through the DES professional responsibility process.
- 3.5 The PRO will close the IHA as per policy.

RELEASE OF 911 RECORDS

rev. April 30, 2014

1.0 SCOPE

The intention of this directive is to describe the procedure by which System Users may secure 9-1-1 Records.

2.0 POLICY

It is the policy of DES that 9-1-1 Records will be made available upon justifiable request to all System Users with properly executed 9-1-1 Records Agreements on file.

Except as might be caused by system failures or errors, 9-1-1 Records will be retained for 6 months following the creation of the record.

Except as may be required by an order of the Court or applicable laws, System Users are prohibited from reproducing, further releasing, or otherwise using 9-1-1 Records beyond the scope described in the Record Request.

9-1-1 Records received by any System User are to be considered "investigative information" (as defined by the Criminal History Record Information Act, 18 Pa. C.S., Section 9101 *et seq.*). The 9-1-1 Records are intended for use solely by that entity for the purpose of a criminal or administrative investigation.

3.0 PROCEDURE

3.1 System User Routine Requests

3.1.1 Routine System User requests for 9-1-1 Records must be submitted to DES on a properly completed DES 9-1-1 Record Request Form. Requests in any other format will not be considered. The DES 911 Record Request Form is located on the Berks DES Website (www.berksdes.com).

3.1.2 The Request will be submitted by email to DESRecords@countyofberks.com or it can be faxed to (610) 655-4972.

3.1.3 Only those requests for 9-1-1 Records for incidents where the requesting entity was directly involved will be considered.

3.1.4 The DES Training and Education Manager or another member of the DES management team as may be designated from time to time, shall review the 9-1-1 Record Request and where, in his determination, it is deemed necessary, will secure further details about the request from the System User making the request.

3.1.5 The requesting entity will be notified when the 9-1-1 record information is ready to be forwarded. Generally these records will be picked up at the Center during normal business hours by an authorized agent of the System User.

3.1.5.1 In rare circumstances, and at the sole discretion of the DES Training and Education Manager, exceptions may be made to allow for receipt of the 9-1-1 Records by other means.

3.1.6 All records must be collected by the requestor within 14 days of receiving notification that the 9-1-1 Record is ready. Records not so collected will be destroyed and will not be reproduced.

3.1.6.1 The requestor will acknowledge receipt of the 9-1-1 Record on the 9-1-1 Record Request Receipt Form

3.1.6.2 No 9-1-1 Record will be released without an authorized agent's signature acknowledging receipt of the records.

3.2 System User Emergency Requests

3.2.1 A System User exhibiting an exigent need for immediate release of a 9-1-1 Record may make such request directly to the on-duty DES Watch Officer.

3.2.2 Approval of such request is at the sole discretion of the Watch Officer.

3.2.3 Watch Officers authorizing an emergency release will complete both a 9-1-1 Records Request and a 9-1-1 Records Request Receipt form.

3.2.4 Both forms will be signed by the recipient when the records are picked up.

3.3 Non-Permanent 9-1-1 Records Access

3.3.1 System Users needing urgent access to 9-1-1 Records (generally this will be telephone audio but is not limited to this type of record) in a non-permanent format may request access directly from the on-duty DES Watch Officer.

3.3.2 Approval of such request is at the sole discretion of the Watch Officer.

3.3.3 Access can be in person at the Center or on a recorded telephone line as technology permits.

3.3.4 For such requests, no documentation needs to be completed except that the transaction will be entered into the Watch Officer duty log.

PRECISION LOCATING (“PINGING”) CELLULAR TELEPHONES

rev. April 30, 2014

1.0 SCOPE

The intent of this directive is to define a process by which Field Users may request assistance from DES in the precision locating of a cellular telephone (commonly “pinging”).

The need for protection of the privacy of individuals using cellular telephones has resulted in federal regulations being promulgated to address when such an action is appropriate. These regulations are codified in Title 18 of the United States Code and state, in part, no wireless provider may disclose information except “to a governmental entity, if the provider, in good faith, believes that an emergency involving danger of death or serious physical injury to any person requires disclosure without delay of communications relating to the emergency.”

These types of transactions, when related to a law enforcement investigation, are further covered in the Wiretapping and Electronic Surveillance Control Act, 18 Pa.C.S

2.0 POLICY

It is the policy of the Department of Emergency Services to support the need of Field Users in making requests for precision locating when the Field User is unable to complete the process on their own.

In doing so, DES acts as a middle-party in a transaction between the Field User and the cellular provider providing the locating service. This position exposes the county and its agents to liability. As such, DES will actively and vigorously participate in any investigation of circumstances wherein a Field User misrepresents or withholds information used to establish the legitimacy of a locating request.

3.0 PROCEDURE

3.1 Requests in General

- 3.1.1 Where practical, DES will provide to the Field User requiring locating service the contact information for the cellular clearing house or specific cellular telephone provider involved and the Field User will complete necessary processes directly
- 3.1.2 It is the responsibility of each requestor to understand applicable federal and state laws pertaining to the request.
- 3.1.3 In the event that the Field User is unable to process the request directly, DES may assist as described below.

3.2 Non-Law Enforcement Requests

- 3.2.1 All ping requests must be made directly to the on-duty Watch Officer in writing or on a recorded telephone line or radio channel.
- 3.2.2 No request will be taken by any means that does not provide for a full record of the details surrounding the request.
- 3.2.3 DES will evaluate the circumstances surrounding the request following internal processes.
- 3.2.4 Approved requests will be forwarded to the appropriate cellular provider as per established practices
 - 3.2.4.1 The response/outcome will be communicated to the requestor in a secure manner that is recorded (telephone). Results will only be transmitted over an unencrypted radio channel when there are exigent life-safety concerns for which a delay could have outcome altering effects.

3.3 Law Enforcement Requests

- 3.3.1 Requests for services originating from law enforcement carry an additional burden of responsibility for DES due to the possible applicability of the PA Wiretap Act. This necessitates a different process for law enforcement requests.
- 3.3.2 All ping requests must be made directly to the on-duty Watch Officer in writing or on a recorded telephone line or radio channel.
- 3.3.3 No request will be taken by any means that does not provide for a full record of the details surrounding the request.
- 3.3.4 DES will evaluate the circumstances surrounding the request following internal processes.
 - 3.3.4.1 All requests from law enforcement must be processed through an appropriately certified Berks County Assistant District Attorney as per DA Office process.
 - 3.3.4.2 When possible, contact information for the appropriate cellular carrier will be provided to the requestor on receipt of notification of a request approval DIRECTLY FROM THE APPROVING ADA. In the rare circumstances where it is unreasonable, in the sole discretion of the DES WO for the requestor to make the ping request to the cellular carrier himself, approved requests will be forwarded to the appropriate cellular provider as per established DES practices.
 - 3.3.4.3 When the request is made by DES, the response/outcome will be communicated to the requestor in a secure manner that is recorded (telephone). Results will only be transmitted over an unencrypted radio channel when there are exigent life-safety concerns for which a delay could have outcome altering effects.

CONTINUITY OF OPERATIONS

rev. April 30, 2014

1.0 SCOPE

The intent of this directive is to establish contingency procedures for scenarios including:

- Denial of Systems
- Denial of Facilities
- Denial of Personnel

Outages of technical system may be planned or unplanned. While DES provides critical services to the Public and Field Users, like any organization, the department is constrained in its ability to operate by the availability of its physical plant, technology and personnel.

As a mission critical organization, DES implements all reasonable efforts to ensure that uptime is maintained, but failures are inevitable, and the responsibility to modify operational processes to maintain core functionality during failures is shared by all involved parties.

2.0 POLICY

Field Users will modify their operations to assist DES in addressing shortages/outages as defined herein, and as may be directed by the department from time to time using the various communications systems at its disposal.

3.0 PROCEDURE

3.1 CAD Outages

- 3.1.1 During a CAD outage, field users will not have access to CAD records, nor will DES have CAD available for record keeping.
- 3.1.2 CAD outages may be system-wide or limited to a specific sub-component of CAD such as WebCAD, text paging interface, etc.
- 3.1.3 Each agency will be responsible for notifications of a CAD outage within their respective agencies.
- 3.1.4 Generally only mission critical services will be provided by DES during CAD outages. CAD record requests will be held for at least 48 hours following a CAD outage to permit manual records to be entered.

3.2 MCT Outages

- 3.2.1 MCTs are supported by the Berks County Information Systems (IS) Department.
 - 3.2.1.1 Users having problems with an individual MCT will notify IS using established reporting processes.
- 3.2.2 Notifications of system level outages will be announced on the Dispatch Channels/Talk Groups and Hailing Talk Groups for services so affected.
 - 3.2.2.1 During MCT outages, Field Users in affected disciplines should limit requests for services and radio traffic to that of a mission critical nature only.

- 3.3 Fire/EMS Simulcast Paging System Outages
 - 3.3.1 In addition to the wide coverage Simulcast Paging System, DES maintains a multi-site backup capability.
 - 3.3.2 The need to transition from the primary simulcast paging system to the backup system will be announced on the Dispatch Channels/Talk Groups and Hailing Talk Groups of the affected disciplines. Additionally, other methods of notification will be used if practical (paging system itself, text paging, email, etc.)
 - 3.3.3 When operations are on the back-up paging system, the Field User hardware will function normally, but with significantly reduced coverage.
 - 3.3.3.1 Generally coverage will be limited to the general area of the agency's station.
 - 3.3.3.2 Carrying the pager in the "monitor" mode will assist the user in receiving transmissions that may not be strong enough to break the alert threshold.
 - 3.3.3.3 Only "All Call" pages will be transmitted. No officer, fire police, siren or group pages will be used.
- 3.4 Fire/EMS Backup Paging System Outages
 - 3.4.1 A loss of both Primary and Backup Paging Systems is a significant loss of capability that jeopardizes the primary function of the Communications Center.
 - 3.4.2 Efforts will be made to notify emergency services personnel of this condition through the use of the Radio System, text paging, and telephone communications.
 - 3.4.2.1 It is crucial that all Field Users maintain current telephone and email contact information with the Center.
 - 3.4.2.2 It is crucial that Field User agencies maintain alternate notification processes (such as phone trees) with all members to ensure they can be made aware of such a situation.
 - 3.4.3 During a paging system outage, agencies will be asked to staff their EOC or station so that notification of calls for service can be placed by telephone.
- 3.5 Text Paging
 - 3.5.1 Text paging is a secondary system and the County does not control any aspect of its operation apart from the initial paging notification. The system requires connectivity through numerous non-public safety grade networks and uses
 - 3.5.2 commercial/consumer cellular sites. Generally DES is unaware of any issues with paging outside of our own ability to initiate it, and we will make no notifications to Field Users about impacts to the system.
 - 3.5.3
 - 3.5.3.1 Field Users should decide whether they view text paging as critical and have back-up mechanisms in place if so.
 - 3.5.4 Planned outages of the system created by DES or about which DES is made aware will be "announced" by the transmission of a text page in advance of the outage.
- 3.6 Radio Outages
 - 3.6.1 Remote Site Down is a remote radio site that is unavailable. Users may notice degraded coverage immediately around the affected site. No special action is required from System Users when a remote radio site is unavailable. Notifications MAY be made to System Users based on an assessment of impact by DES.
 - 3.6.2 Channel Down is a loss of any single channel on the Trunked Radio System. The system will not assign the channel for communications. No special action is required from System Users when a channel is down and no notifications will be

made. Multiple channels down may result in a higher frequency of Busy System returns.

3.6.3 Site Trunking is a loss of system zone level control creating a non-communication between the Sites (North & South). "Site Trunking" will display on the user radio with a periodic audible indication. System Users must be aware that transmissions being made in a specific location will only be received by users also in that same Site, and that the Communications Center will have highly limited functionality in that Site due to the console system being unavailable.

3.6.4 Fail Soft is the failure of the radio system to operate in trunked operations. "Fail Soft" will display on the user radio with a periodic audible indication. The radio will revert to a conventional channel shared with other like users. In the event of a FAIL SOFT, system users will be notified by a CAD generated text page.

3.6.5 System Down is the complete failure of radio communication on the system. In the highly unlikely event that this should occur, radios may be used in direct mode to communicate with users in close proximity. Efforts will be made to notify emergency services personnel of this condition through the use of the Radio System (conventional resources), text paging, and telephone communications.

3.6.5.1 It is crucial that all Field Users maintain current telephone and email contact information with the Center.

3.6.5.2 It is crucial that Field User agencies maintain alternate notification processes (such as phone trees) with all members to ensure they can be made aware of such a situation.

3.7 Telephone Outages

3.7.1 9-1-1 Phones

3.7.1.1 A complete or partial outage of the 9-1-1 phone system is unlikely to result in a change of operations being requested of Field Users.

3.7.2 Administrative Phones

3.7.2.1 Field Users unable to access the Center using administrative phones will not use 9-1-1 as an alternative.

3.7.2.2 Transactions normally conducted over the telephone may be conducted over the radio during a telephone outage if the transaction is critical. Transactions not critical to the Field Users operation should be held for later.

3.7.2.3 Requests for services may be declined by DES during outages.

3.8 Unplanned Center Evacuation

3.8.1 In the event that it becomes necessary to evacuate the Center, all reasonable efforts will be made to notify Field Users of the situation. Obviously there are circumstances where it is foreseeable that this may be impossible.

3.8.2 Center personnel or alternate staff will deploy to back-up facilities to resume operation as soon as possible.

3.8.3 During a facility evacuation, the primary focus of personnel will be to receive calls from the Public and notify Field Users of calls for service in their jurisdiction. Status keeping, follow-ups, and communications of any other nature will be viewed as secondary to initial incident notification.

3.8.3.1 All Field User agencies are expected to have an alternative contact method to reach critical personnel (phone trees, call down lists, etc.)

3.8.3.2 Where practical, for on-call services, it is recommended that Field Users forward deploy at their stations during any unplanned Center evacuation.

3.9 Personnel Shortages

3.9.1 Staffing of the Center takes precedence over all other departmental operations.

- 3.9.2 External variables can affect the ability to staff the Center at normal levels. These include but are not limited to:
 - 3.9.2.1 Illness (local or widespread)
 - 3.9.2.2 Job Action
 - 3.9.2.3 Staff Resignations
- 3.9.3 All efforts will be made to notify Field Users of unusual personnel shortages that affect Center operations.
 - 3.9.3.1 Generally only mission critical services will be provided by DES during times of personnel shortage.
 - 3.9.3.2 Requests for services may be declined by DES during times of shortage.

1.0 SCOPE

WebCAD is a software package that allows users in all disciplines to access their incident information electronically. Deployment of WebCAD will significantly reduce the number of administrative calls required to Berks DES.

DES is the administrating agency for WebCAD and reserves all rights in this regard. Berks DES is responsible for issuing, modifying, and rescinding system access credentials for each agency's employees and agents. Berks DES is also responsible for developing, issuing, updating, and rescinding policies related to WebCAD.

Each Field User agency will take all reasonable actions to assist Berks DES in enforcing the policies among the agency's employees or agents, including but not limited to, the issuing of internal agency policy as necessary to assist in said enforcement.

2.0 POLICY

Each Field User agency will maintain on file with Berks DES a WebCAD agreement. Field Users will make use of WebCAD as a primary method of retrieving the information that is maintained in WebCAD. As a rule, Berks DES will not provide this information by telephone or by radio unless exigent circumstances exist.

3.0 PROCEDURE

- 3.1 Each agency will designate one person as the agency's WebCAD point of contact. Any time the agency point of contact changes, the agency will notify BERKS DES in writing.
- 3.2 Each agency will take all reasonable steps to keep secure, credentials issued to the agency and/or its employees or agents.
- 3.3 Each agency will provide credentials only to those employees or agents that have a legitimate need to access WebCAD.
- 3.4 Each agency will track/manage which employees or agents have WebCAD credentials.
- 3.5 Each agency will immediately notify Berks DES when it is believed that the agency's credentials or those of an employee or agent have been compromised. Notification will be made to the on-duty DES Watch Officer.
- 3.6 Each agency will notify Berks DES when the agency credentials, in the opinion of the agency point of contact, should be changed.
- 3.7 Each agency will provide training or other similar information to employees or agents who have been provided WebCAD credentials as requested by the County.
- 3.8 Any agency experiencing technical issues with WebCAD will contact the on-duty DES Watch Officer.

MEDIA POLICY

rev. April 30, 2014

1.0 SCOPE

The intent of this procedure is to provide guidelines regarding the release of information to the news media by Berks DES Telecommunicators and Watch Officers.

2.0 POLICY

The DES on-duty Watch Officer and/or other management personnel who may be so authorized from time to time, will provide information to the news media within reasonable guidelines that will balance the public's interests with the privacy of those who have contact with public safety services. Any information provided to the news media will be accurate, clear, and free of speculation or opinion. Such interactions will be in concert with County of Berks and DES policy on such matters.

Except as specifically defined herein, employees of Berks DES are not permitted to make verbal or written reports or notifications to any news media or other public venue (printed or electronic) regarding operation of the department or incidents involving, or handled by, the department or Field User agencies. All information received in the course of the conduct of an employee's duties is considered confidential, and may only be released to the public through established processes. This specifically prohibits the posting of such information to internet locations including, but not limited to, blogs and social networking sites

3.0 PROCEDURE

- 3.1 Any direct request from the news media to make contact with an official from the agency having jurisdiction over an incident will be processed in CAD. During an incident that may gain media attention, the agency having jurisdiction will advise Berks DES who from that agency will be the point of contact for media inquiries.
- 3.2 In cases where the agency has established a Public Information Officer for the incident, all contact information for the Public Information Officer will be provided to Berks DES. Contact information will then be provided to the news media for future inquiries about the incident.

TELEPHONE REQUESTS FROM FIELD USERS

rev. April 30, 2014

1.0 SCOPE

It is the intention of Berks DES to assist in making mission critical telephone calls/notifications on behalf of Field User agencies. This service must be balanced with execution of primary responsibilities in the Center.

Due to staffing and/or Center operations, it may not be appropriate for Telecommunicators to make phone calls. Field Users should exercise good judgment and common sense when requesting Berks DES to place a telephone call that can/should be handled by the requesting agency from the field.

2.0 POLICY

The on-duty Watch Officer has the discretion to approve or deny any request to make a telephone call/notification.

3.0 PROCEDURE

3.1 Calls made by Berks DES

3.1.1 Generally, Berks DES will make any reasonable telephone call for any public safety agency. Any call that a Telecommunicator is asked to make must be directly related to the requesting agency's discipline. Examples of calls that will be made include, but are not limited to:

3.1.1.1 Tow companies

3.1.1.2 Utility companies

3.1.1.3 Hospitals when normal Field User communication is unavailable or inappropriate

3.1.1.4 Animal Rescue League or Humane Society

3.1.1.5 Calls required by a specific procedure (e.g.: financial institution hold up alarms)

3.1.1.6 Calls to a Chief, criminal investigator or other uniquely qualified department personnel as specific needs arise.

3.1.1.7 DUI Processing Center and Central Processing Center

3.1.1.8 District Justices

3.1.1.9 Calls made to businesses for security purposes, only if the officer is actively investigating a concern or has the location under active surveillance. The phone number for such calls will generally be provided by the officer making the request. The officer/department assumes all responsibility and liability for telephone calls of this type which may potentially result in serious ramifications for responders.

3.2 Calls explicitly not made by Berks DES

3.2.1 Berks DES will not make phone calls that are inappropriate, superfluous, or when a liability concern exists. As a rule, Berks DES will not make the following telephone calls:

3.2.1.1 Calls to relatives or friends of someone involved in an accident and who is to be transported to a hospital unless exigent circumstances exist.(e.g. contacting the parent of a juvenile to obtain consent for treatment). The requesting agency must be very specific in explaining the need to make such a call. In these circumstances, approval to make such telephone calls will be granted by the DES on-duty Watch Officer, COM, or Senior Watch Officer.

3.2.1.2 Calls which are procedurally routed via CLEAN/NCIC

- 3.2.1.3 Calls made to off duty officers from other agencies, except in exigent circumstances. In these circumstances, approval to make such telephone calls will be granted by the DES on-duty Watch Officer, COM, or Senior Watch Officer.
- 3.2.1.4 Calls requested by an individual who contacts Berks DES by telephone; except when the intent of the request is to ensure that the telephone call is recorded. In such situations DES staff will conference the requestor with the third party.
- 3.2.1.5 Calls that are considered to be personal in nature
- 3.2.1.6 Any call that, in the opinion of the on-duty Watch Officer, could reasonably be made by the requestor.

ANSWERING SERVICE FOR COUNTY AGENCIES AND AFFILIATES

rev. April 30, 2014

1.0 SCOPE

This policy identifies the process by which DES receives and handles telephone calls that originated based on someone calling an agency that has implemented a call-forwarding process to have incoming calls forwarded to DES. DES receives these telephone calls on the numbers specified below.

2.0 POLICY

It is the policy of Berks DES to receive telephone calls that have been routed, generally via call-forwarding, from agencies with a pre-established agreement with DES.

DES will only receive calls from agencies that have a pre-existing arrangement established. Calls forwarded from agencies that do not have a pre-existing agreement shall be treated as wrong numbers, and the callers shall be referred back to the agency they are trying to reach.

Only agencies specifically enumerated herein have pre-existing agreements with DES and are authorized to forward calls. These agencies shall only forward non-mixed use lines. Eg. If a police department desires to forward calls to DES, they cannot have a single telephone line for the municipality and the police department. The police department must have a separate published number and only that number may be forwarded.

3.0 PROCEDURE

- 3.1 Police departments dispatched by Berks DES:
- 3.2 These calls shall be forwarded to 610-655-4911.
 - 3.2.1 Calls received from municipal or regional police departments shall be handled by:
 - 3.2.1.1 Explaining to the caller that the agency presently has no one in the office.
 - 3.2.1.2 Offering to have an officer contact the caller (if department is in service).
 - 3.2.1.2.1 If this option is selected, a CAD detail will be generated.
 - 3.2.1.3 If contact from an on-duty officer is not desired, or if the agency is out of service and the nature of the call does not justify its being sent to PSP, DES shall advise the caller as to a best guess estimate of when the office will be open for calls.
- 3.3 Berks County Children & Youth Services (CAYS):
 - 3.3.1 These calls shall be forwarded to 610-655-4991.
 - 3.3.2 Calls received from CAYS shall be handled by:
 - 3.3.2.1 Explaining to the caller that the agency presently has no one in the office.
 - 3.3.2.2 Offering to have a caseworker contact the caller if the call is an emergency.
 - 3.3.2.2.1 If this option is selected, a CAD detail will be generated.
 - 3.3.2.3 If a call from an on-call caseworker is not desired, DES shall advise the caller to try to reach the agency next business day.
- 3.4 Service Access and Management (SAM):
 - 3.4.1 These calls shall be forwarded to 610-655-4991.
 - 3.4.2 Calls received from SAM shall be handled by:
 - 3.4.2.1 Explaining to the caller that the agency presently has no one in the office.

3.4.2.2 Offering to have a caseworker contact the caller.

3.4.2.2.1 If this option is selected, a CAD detail will be generated.

3.4.2.3 If a call from an on-call caseworker is not desired, DES shall advise the caller to try to reach the agency next business day.

3.5 Berks County Coroner's Office:

3.5.1 These calls shall be forwarded to 610-655-4991.

3.5.2 Calls received from Coroner shall be handled by:

3.5.2.1 Explaining to the caller that the agency presently has no one in the office.

3.5.2.2 Offering to have a Deputy contact the caller.

3.5.2.2.1 If this option is selected, a CAD detail will be generated.

3.5.2.3 If a call from an on-call Deputy is not desired, DES shall advise the caller to try to reach the agency next business day.

REQUESTS FOR AEROMEDICAL ASSETS

rev. April 30, 2014

1.0 SCOPE

This policy identifies the process by which DES will handle requests from Field Users for aeromedical assets.

2.0 POLICY

It is the policy of Berks DES to contact Eastern PA MedComm for all aeromedical resource requests. MedComm policies shall dictate which ship is allocated for the request.

Aeromedical assets requests shall be for the ship to be placed "On Standby" or for the ship to "Fly." On Standby means the crew and ship are notified of a possible mission and are placed at a higher state of readiness. When the ship is requested to Fly, it means the aircraft is launched and is enroute to the scene.

Requests for Standby will only be deemed valid if they originate from an individual representing an agency that has been dispatched to the incident. DES may also place an aeromedical asset request for a Standby at the discretion of the WO based on information received prior to the arrival of dispatched units.

A request for the aeromedical asset to Fly will only be deemed valid when received from or confirmed by the responding BLS or ALS EMS unit having jurisdiction. It is recommended that a request to Fly only be made after assessment of the patient by a PA DOH certified responder.

A request for Standby may be cancelled by the responding EMS unit having jurisdiction. A request to Fly may be cancelled by the EMS unit having BLS or ALS jurisdiction ONLY after arrival on scene.

3.0 PROCEDURE

- 3.1 Requests for aeromedical assets shall be received from System Users as per the policy defined above.
- 3.2 Upon receiving a request for aeromedical assets, DES shall contact Eastern PA MedComm by telephone or Regional Intercom and convey the request.
 - 3.2.1 DES shall advise the requesting unit that the request was:
 - 3.2.1.1 Denied; OR
 - 3.2.1.2 Approved
 - 3.2.1.2.1 Designation of the responding asset
 - 3.2.1.2.2 Estimated flight time once airborne
 - 3.2.2 A request for an approved standby or flight shall result in:
 - 3.2.2.1 Confirmation of which fire unit already dispatched will assume responsibility for flight operations; OR Immediate dispatch of an appropriate fire response if there are no fire assets already dispatched on the incident.
 - 3.2.2.1.1 The individual assuming responsibility for managing the landing operation shall assume the radio unit identifier "LZ XX" where XX is the agency ID of the unit assuming responsibility (eg. LZ 25 is the designation of a landing zone where a company 25 responder has assumed landing operations responsibility).
 - 3.2.2.1.2 Once this designation is established, this individual shall be the only person communicating with the air asset or with DES.

- 3.2.2.2 The individual assuming responsibility for landing operations shall convey to DES:
 - 3.2.2.2.1 The location of the LZ.
 - 3.2.2.2.2 Whether a conventional channel is available for communications.
 - 3.2.2.2.2.1 At time of Radio System deployment, all Berks County fire apparatus are equipped with a dual band 700-800/VHF mobile radio. This means that in almost all circumstances a VHF conventional channel should be available for on scene communications.
- 3.2.2.3 DES shall convey the location and communication information to MedComm/the asset base.
 - 3.2.2.3.1 If lack of availability of an on scene conventional channel dictates the need for use of an Interoperability Overlay Talk Group/Channel, DES shall assign a Talk Group/Channel for this sole purpose.
 - 3.2.2.3.1.1 This may not be a Talk Group/Channel being used for any other purpose.
 - 3.2.2.3.2 DES shall direct MedComm/the asset base to have the air asset switch to the designated conventional channel and direct the ground units involved in the landing operation to switch to the corresponding Interoperability Overlay IOP Talk Group.
 - 3.2.2.3.2.1 Reference the policy on INTEROPERABILITY TALK GROUPS for information about the available IOP Talk Groups and their corresponding conventional channels.
 - 3.2.2.3.2.1.1 There is generally no reason to utilize Flight Operations Talk Groups (FlightOps 1 and FlightOps2) for aeromedical landing operations.
 - 3.2.2.3.2.2 If a System Talk Group is being utilized for these operations, DES shall monitor that Talk Group reliably until the operation has ended.
- 3.2.2.4 Communications shall be negotiated/tested between air and ground units upon arrival of the air asset in the area of the LZ.
 - 3.2.2.4.1 The LZ shall be responsible for notifying DES of the following scene statuses:
 - 3.2.2.4.1.1 "Aircraft is landed"
 - 3.2.2.4.1.2 "Aircraft is airborne and LZ is terminated"

COLLECTION AND RETRANSMISSION OF INFORMATION REGARDING POTENTIALLY INFECTIOUS RESPIRATORY ILLNESSES

rev. April 30, 2014

1.0 SCOPE

The intention of this policy is to describe the process and procedures by which DES call-takers and radio operators will collect and re-transmit information regarding subjects who are requesting emergency services and have symptoms that indicate they may possibly be carrying an infectious respiratory illness.

The ability of respiratory illnesses to be rapidly transmitted and significantly degrade the capabilities of both response and receiver agencies speaks to the need to protect first responders and first receivers from such exposures. DES is a link in this chain and is committed to providing notice/awareness to the first responders. The responsibility to utilize the information effectively and relay the information to the first receivers is outside of the scope of DES' responsibility.

2.0 POLICY

All complainants requesting EMS in which the patient's complaint indicates a medical (non-trauma) condition will be asked a series of questions that will establish whether certain symptoms exist. If these conditions exist, this information shall be communicated to all dispatched units.

3.0 PROCEDURES

- 3.1 DES operators receiving a request for EMS services for a patient with a medical (non-trauma) complaint will, as part of the collection of the call specifics, ask the following:
 - 3.1.1 ***“Does the patient have a fever or feel feverish?”***
 - 3.1.1.1 If the answer to this question is “no,” no further special information needs to be collected. The call does not indicate the need for respiratory precautions.
 - 3.1.2 If the answer is “yes,” The call-taker shall ask the following:
 - 3.1.2.1 “Does the patient have a cough, runny nose, sore throat, or any RECENT ONSET of NEW respiratory difficulty”?
 - 3.1.3 If the patient has any of these additional symptoms IN CONJUNCTION with fever or feverishness, the call DOES indicate the need for respiratory precautions.
- 3.2 Into the “additional information” for the assignment, the call-taker shall enter one of the following based on the information collected:
 - 3.2.1 RPI (Respiratory Precautions Are Indicated)
 - 3.2.2 RPNI (Respiratory Precautions Are Not Indicated)
- 3.3 The Dispatcher/Radio Operator responsible for conveying “incident additional” shall communicate the indication/lack of indication for respiratory precautions to responding units.
- 3.4 If this information is not volunteered as part of the “additional,” the responding unit(s) may request it.
 - 3.4.1 If it is not available, DES shall make a call-back to get the information.

GENERAL ANNOUNCEMENTS

rev. April 30, 2014

1.0 SCOPE

This policy will outline the manner in which requests for announcements are submitted to DES for approval, and also establish the method by which those requests will be reviewed and met/rejected.

2.0 POLICY

- 2.1 Field User Agency requests
 - 2.1.1 DES makes available a text paging/emailing capability that Field Users should utilize for most administrative announcements within the organization.
 - 2.1.2 Notwithstanding the above, Field users may request announcements as follows:
 - 2.1.2.1 Immediate Announcements – Announcements intended to be broadcast at the time of request.
 - 2.1.2.1.1 This includes, but is not limited to work details and other requests for agency members to report.
 - 2.1.2.2 Delayed Announcements – Announcements intended to be broadcast at a later time.
 - 2.1.2.2.1 This includes death/funeral notices of active agency members or retirees.
- 2.2 Additionally, DES may transmit announcements related to the following:
 - 2.2.1 Technical failures/planned outages and resumption of service of DES technical systems.
 - 2.2.2 Roadway closures affecting multiple agencies (e.g. a common route to a hospital).
 - 2.2.3 Urgent severe/unusual weather alerts (generally inclusive of hurricane/tornado-like activity that could affect response units operating in the field).
 - 2.2.4 Other matters deemed appropriate by DES management.

3.0 PROCEDURE

- 3.1 Immediate Announcements
 - 3.1.1 An Officer in Charge of the agency requesting an immediate announcement shall contact DES by telephone at 610-655-4921.
 - 3.1.2 Final discretion with respect to the handling of requests for immediate announcements rests with the WO.
- 3.2 Delayed Announcements
 - 3.2.1 A Chief (law) or Chief officer (fire/EMS) or other individual acting in the capacity of a chief officer of the agency requesting a delayed announcement must forward the request to the DES Watch Officer.
 - 3.2.1.1 This request must be submitted in writing via one of the following:
 - 3.2.1.1.1 U.S. Mail
 - 3.2.1.1.2 Email
 - 3.2.1.1.3 Facsimile (telephone notification to the DES Watch Officer must accompany facsimile requests) to 610-655-4999.
 - 3.2.1.2 The request must include a name, telephone number, and /or email for an agency point of contact for any additional information about the subject of the announcement.
 - 3.2.1.3 DES will review the request for pertinent substance and brevity.

- 3.2.1.4 DES will determine the most effective times and talk group(s) on which to transmit the announcement and if any tones will be transmitted prior to the voice portion of the announcement.
- 3.2.1.5 The DES Watch Officer shall be responsible for assuring the announcement is transmitted at the intervals determined necessary.

PREMISE ALERTS

rev. April 30, 2014

1.0 SCOPE

It is the intention of this procedure to describe the process by which premise alerts are maintained by Berks DES and System users.

2.0 POLICY

It is the policy of Berks DES to collect, approve or deny, and maintain submission requests from emergency responders for the implementation of premise alerts/flags that emergency responders wish to have placed on a location within their jurisdiction.

When a future dispatch is made to a location with a Premise Alert marker, the responding agency(ies) will receive notification of the Premise Alert as part of the dispatch additional when it is germane to the call.

3.0 PROCEDURE

- 3.1 Premise Alert information are divided into 4 sub-categories:
 - 3.1.1 Access Information: Used when there is information relative to Police/Fire/EMS to gain access to a residence. (Knox Box, Key Location, Keypad or anything else responders would need to know to gain access to the property.)
 - 3.1.2 Specialized Resources: Used in the event that an individual at the premises would need additional resources. (Bariatric Litter, Fire Department to gain access to the patient due to residence being located in the woods, etc.)
 - 3.1.3 Hazardous Materials Site: Used to indicate a facility or property that has Hazardous Materials on site. Generally such markers will not be requested by Field Users as these locations will be SARA (Tier II Reporting and EHS Planning) facilities.
 - 3.1.4 Responder Safety: Used for any addresses identified by the responsible police, fire, or EMS agency that has potential to compromise the safety of responders.
- 3.2 The Chief or Officer in Charge of the requesting agency must complete a Premise Alert form which is then be e-mailed, faxed, or delivered to the Communications Center Watch Officer for entry. The request must be submitted by a public safety agency with response authority for the location in question.
 - 3.2.1 Form and submission instructions attached as available at the Berks DES website (www.berksdes.com).
- 3.3 The request form will be reviewed by DES Management and the requestor will be advised of the disposition.
- 3.4 It is the responsibility of the requesting agency to communicate the implementation of premise alerts with other affected agencies/disciplines.
- 3.5 With the exception of the Hazardous Material Premise Alert, all alerts will expire in 12 months (unless a shorter term is requested). It is the responsibility of the requesting agency to verify the condition remains and renew the Premise Alert in advance of expiration.
- 3.6 Emergency entry of premise alerts (exigent circumstances):
 - 3.6.1 Exceptions to the above may be considered by DES Management, generally via the on- duty Watch Officer if the requesting party and the Manager agree that immediate entry is prudent. DES will monitor all such entries and these entries will remain active for a period of seven (7) days. In these cases, it is the responsibility of the entering/requesting agency to submit formal documentation;

without a formal request, the emergency entry will be removed when 7 days has passed.

PROGRAMMING OVER PROJECT 25 (POP25)

rev. April 30, 2014

RESERVED FOR FUTURE DEVELOPMENT

RADIO MANAGEMENT

rev. April 30, 2014

RESERVED FOR FUTURE DEVELOPMENT

SUBSCRIBER RADIO WARRANTY PROCESS

rev. June 4, 2014

1.0 SCOPE

It is the intention of this procedure to describe the process by which System Users will secure repairs to Subscriber Radios.

2.0 POLICY

All Subscriber Radios and accessories purchased for use on the System (at the time of publication of this policy) have been purchased under a legal contract negotiated between the County of Berks and Motorola Solutions. This contract includes special terms with respect to warranty that are highly beneficial to the System Users. The special terms and conditions of this contract are extended to all System Users, and therefore the rights and responsibilities of the County are also the rights and responsibilities of the System Users, particularly as they relate to radio equipment service and warranty.

Failure to follow proper procedures in securing warranty service jeopardizes the rights of the System Users. Therefore, all System Users shall follow the procedures set forth in this directive with respect to securing service on Subscriber Radios and accessories.

Except with respect to administration of the contract, Berks DES has no involvement in the warranty relationship between the System User agency and Motorola. All warranty inquiries should be directed to Motorola or its designated agent. System Users unable to secure service as per the negotiated warranty terms should notify DES management of the concern so that an investigation of the circumstances may be completed.

The following applies to Subscriber Radio warranties:

- 2.1 Ownership of Loaner Radios
 - 2.1.1 Loaner radios are the property of the County of Berks. The County will take all necessary actions including civil recovery to ensure loaner radios are returned as per this directive.
- 2.2 Coverage
 - 2.2.1 Equipment Included
 - 2.2.1.1 Mobiles (Vehicle Mounted and In Tray)
 - 2.2.1.1.1 The primary control head on dual/multi-head radios
 - 2.2.1.2 Portables
 - 2.2.1.2.1 Single battery chargers for portables
 - 2.2.1.3 DVRs
 - 2.2.1.4 Consolettes
 - 2.2.2 Equipment Excluded – All equipment listed as “Excluded” maintains the normal Motorola factory warranty as per documentation included with the equipment.
 - 2.2.2.1 Accessories
 - 2.2.2.2 Multi-unit battery chargers
 - 2.2.2.3 Microphones, speakers, and power supplies
 - 2.2.2.4 Impres® Batteries
 - 2.2.2.5 A normally included item if:
 - 2.2.2.5.1 Its serial number is defaced or made illegible and which will not power up
 - 2.2.2.5.2 It is used for purposes other than its use in a normal and customary manner or if it is vandalized or neglected.

- 2.2.2.5.3 The failure or damage is due to physical, chemical, or liquid damage (except for units designated as Delta T ruggedized), or an Act of God.
- 2.2.2.5.4 The failure or damage results from improper disassembly, testing, operation, maintenance, installation, modification, adjustment, alteration, or repair except by Motorola or its agents.

2.3 Hours of Coverage

2.3.1 Warranty service is provided by appointment during the normal business hours of the local Motorola agent, Radio Maintenance Incorporated (RMI), 1840 Kutztown Road, Reading, PA 19604.

- 2.3.1.1 System Users desiring coverage outside of RMI's normal business hours may request same at an additional cost negotiated between RMI and the System User.

2.4 Nature of Coverage

2.4.1 By Type of Hardware

2.4.1.1 Portables

- 2.4.1.1.1 Portable radios are able to be exchanged at RMI for an identical spare portable radio while the malfunctioning portable radio is repaired/replaced at factory depot.

2.4.1.2 Mobiles and DVRs

- 2.4.1.2.1 Mobile radios and DVRs are able to be exchanged at RMI for an identical spare mobile radio or DVR while the malfunctioning mobile radio or DVR is repaired/replaced at factory depot.

- 2.4.1.2.1.1 Coverage includes the removal and reinstallation of both the malfunctioning and the spare radios or DVRs.

2.4.1.3 Control Stations/MITs/RGUs/MCD 5000 Desksets

- 2.4.1.3.1 Control Stations/Bases are serviced at the System User's location and a spare radio will be installed for use while the malfunctioning control station radio is repaired/replaced at factory depot.

2.5 Term of Coverage

2.5.1 Basic Term of Coverage

- 2.5.1.1 With the exception of RGUs and MCD5000 desksets, the basic term of coverage for all covered equipment is four years from the date of Final System Acceptance as authorized by the County of Berks.

- 2.5.1.2 The basic term of coverage for RGUs and MCD5000 desksets is one year from the date of Final System Acceptance.

- 2.5.1.3 Final System Acceptance is on _____ (TBD as of June 4, 2014).

2.5.2 Extended Coverage

- 2.5.2.1 Some agencies elected to extend coverage on their equipment at an additional cost. This extended coverage added one (1) to six (6) years of additional coverage beyond the basic term.

- 2.5.2.1.1 Agencies shall be responsible for managing their own coverage information. DES will not track this information.

3.0 PROCEDURE

- 3.1 On the next business day following a determination that covered hardware is malfunctioning and believed to be covered under warranty, the System User shall

- contact RMI to schedule a service call on site or at RMI with the location determined as defined above by hardware type.
- 3.2 RMI will evaluate and repair the hardware immediately if practical.
 - 3.2.1 On-site service calls (consolettes, MITs, RGUs, desksets) that are determined to be non-warranty issues will be billed to the agency at RMIs prevailing time/materials rates for evaluation/repair.
 - 3.3 If immediate resolution is not possible, RMI will provide loaner hardware and return the failed hardware to factory depot.
 - 3.3.1 Except for the radio ID's, all hardware will be programmed identically to the original hardware that was removed.
 - 3.3.1.1 If the hardware is able to be powered on and interrogated, scan lists and contacts lists will be written to the loaner radio.
 - 3.3.1.2 If the hardware is unable to be powered on or interrogated, scan lists and contacts lists will be lost.
 - 3.4 After evaluation at factory depot:
 - 3.4.1 If the radio failure is covered under warranty, it will be repaired/replaced and returned to RMI.
 - 3.4.2 If the radio failure is not covered under warranty, RMI will contact the System User with a repair/replacement estimate.
 - 3.4.2.1 If the System User elects to repair/replace at their cost, they will be required to complete a PO/contract process with RMI.
 - 3.4.2.1.1 If a radio is going to be repaired/replaced at the System User's cost, they will be permitted to retain the loaner radio until the repaired/replacement radio is received.
 - 3.4.2.1.1.1 A System User may be required to return a loaner radio within three (3) business days should RMI, at its sole discretion, conclude that the System User is not making commercially reasonable efforts to advance the issuance of a contract/PO for repair/replacement.
 - 3.4.2.2 If the System User elects to not repair/replace at their cost, the radio will be returned to the System User through RMI and need to be decommissioned as per the System User Agreement.
 - 3.4.2.2.1 If the System User elects to not repair/replace a non-covered radio at their cost, the loaner radio must be returned to RMI within three business days or the radio will be inhibited and reported to the County as unreturned.
 - 3.5 At the time a depot repaired/replaced radio is received at RMI, the System User will be contacted to arrange the loaner swap.
 - 3.5.1 The location of the swap is determined as above by hardware type.
 - 3.5.2 All parties shall use commercially reasonable efforts to ensure that the swap is completed as soon as possible after notification.

SECTION 3
GENERAL RADIO SYSTEM
OPERATIONS

RADIO SYSTEM DESIGN AND OVERVIEW

rev. April 30, 2014

The County of Berks has deployed a countywide public safety radio system engineered by Motorola Solutions Inc. This system consists of (26) physical facilities with one additional physical location still under engineering and regulatory approval at the time of deployment. The 26 facilities consist of combinations of radio system network sites and trunked and conventional radio transmission sites supporting the design of the system.

The physical plant services a diverse radio infrastructure that is comprised of the following sub-systems (See Appendix H for an overview of physical site services):

- (23) Site Fully Ringed 150 Mbps Alcatel Lucent Multi-Protocol Label Switching Microwave Backhaul Engineered to Class 5 Reliability (Appendix F)
- P25 Phase II 700 MHz Trunked Radio System
 - Dual Master Sites
 - (3) Console Dispatch Sites
 - (2) System Rf Sites
 - North
 - Dual Prime Sites
 - (9) North Site Remote Radio Sites
 - (12) 12.5 kHz channels
 - Site Control Channel
 - 22 TDMA Talk Paths
 - South
 - Dual Primes Sites
 - (10) South Site Remote Radio Sites
 - (16) 12.5 kHz channels
 - Site Control Channel
 - 30 TDMA Talk Paths
 - Coverage
 - 95% Coverage @ Portable On Street (PoS) on Hip Tx/Rx Countywide
 - Defined Areas of Enhanced Coverage at 12 and 20 dB Over PoS
- Simulcast Conventional Interoperability Overlays
 - Dual Prime Sites
 - Coverage
 - 95% Coverage @ Portable On Street (PoS) on Hip Tx/Rx Countywide
 - Sites, Spectrum and Capacity
 - (8) Tx/Rx, (3) Rx VHF Low Band, Low Range; (1) Channel
 - (8) Tx/Rx, (3) Rx VHF Low Band, High Range; (1) Channel
 - (7) Tx/Rx, (7) Rx VHF High Band; (5) Channels
 - (8) Tx/Rx UHF; (3) Channels at
 - (11) Tx/Rx 800 MHz; (5) Channels Including (1) Analog Channel for Toning
- Simulcast VHF High Band Fire and EMS Tone Alert Paging
 - (12) Transmit Sites (Increase of Two Sites Over Legacy System)
- Multicast VHF High Band Fire and EMS Tone Alert Back Up Paging System
 - (9) Transmit Sites (Increase of Three Sites Over Legacy System)
- Multicast VHF High Band Agency Conventional System
 - (4) Transceive Sites

- Interoperability Control Stations Providing Back Up Communications Between Berks and All Surrounding County 9-1-1 Centers Except Lancaster
- Interoperability Interconnects Among Eastern PA EMS Council MedComm, Reading Hospital and St. Joseph's Medical Center
- Enhanced Telephone Interconnect
- MotoBridge Device Interface

The radio system is installed at Berks County owned or leased facilities. All facilities are supported by:

- Precast Concrete Equipment Shelter
- Motorola Compliant R-56 Grounding
- On Site Electric Generation
 - 7-10 Day On Site Fuel Supply
 - Uninterruptible Power Supply For Utility/Generation Bridge Time Maintenance
- Full Motion Video Camera Security Surveillance
- Electronic Facility Security

GENERAL RADIO SYSTEM OPERATIONS AND SECURITY

rev. April 30, 2014

1.0 SCOPE

This policy describes the process by which Berks DES will maintain control over radio system resources and ensure the Radio System is available to the benefit of all System Users.

2.0 POLICY

It is the policy of Berks DES to:

- 2.1 Set standards for hardware/software permitted to access the Radio System.
- 2.2 Maintain awareness and control over all equipment used on the Radio System.
 - 2.2.1 Issue appropriate authorizations as required by the Federal Communications Commission (FCC) to System Users permitted to operate on the Radio System.
- 2.3 Ensure that all System Users are appropriately trained in technical and operational matters to permit appropriate use of the Radio System.
- 2.4 Deny, through policy and/or technical means, access to the Radio System by users who act in a manner not in concert with DES policy, applicable regulations, or generally accepted standards.
- 2.5 Protect the Radio System and its users from access by unauthorized parties.
- 2.6 Ensure availability of the radio system to the extent possible and make System Users aware of issues that may affect availability.
- 2.7 Assign Radio System Call Signs as appropriate to ensure ease of identification among Users.
- 2.8 Implement practices that promote clear, concise and understandable communications.

3.0 PROCEDURE

- 3.1 Radio Equipment Hardware
 - 3.1.1 Berks DES will set forth policy with respect to classes of hardware and technical designs permitted to be used on the Radio System.
 - 3.1.2 System Users may request review of alternative hardware/technical designs but such review shall be at the sole discretion of DES and may require that the requestor provide hardware or technical review information at their expense.
 - 3.1.3 Any evidence of alteration of installations or attempt to circumvent permitted technical design will result in immediate radio inhibition and possible notification of regulatory authorities.
- 3.2 Authorized System Users
 - 3.2.1 Berks DES will maintain a list of authorized System Users and provide proof of authorization to operate on Berks County licensed channels to these agencies.
 - 3.2.2 Any individual believed to be operating on Berks licensed channels without authorization will be reported to regulatory authorities.
- 3.3 Training
 - 3.3.1 Authorized System User agencies will receive a TtT class from DES staff.
 - 3.3.1.1 It is the responsibility of each System User agency to redeliver training to its personnel before permitting System access.
 - 3.3.2 Agencies permitting untrained personnel to access the System will be sanctioned up to and including radio inhibition.
 - 3.3.3 There may be occasions where "training update modules" are released to System User agencies in order to refresh or provide information on new or changed features.
 - 3.3.3.1 Responsibility for delivering update training in the timeframe established by DES shall rest with each System User agency.

- 3.4 Sanctions
 - 3.4.1 It shall be the practice of DES to attempt to differentiate between mistakes and intentional actions in inappropriate use of the System and scale the response accordingly but protection of the System to the benefit of all Users will always take precedence over the needs of an individual or agency.
 - 3.4.1.1 The practice of DES shall be to address inappropriate use of the radio system with the leadership of the System User agency whose personnel is/are creating the issue.
 - 3.4.1.2 Repeated infractions, or infractions not satisfactorily addressed by System User agency leadership, shall be addressed with the local government having jurisdiction over the agency operations.
 - 3.4.1.3 Ongoing failure to resolve the problem will result in radio inhibition, rescinding of the agency's authorization to operate on the System, and/or termination of the dispatching relationship with the agency/local jurisdiction.
 - 3.4.2 Depending on the severity of the issue, DES reserves the right to take immediate action pending an investigation and/or skip steps described above.
- 3.5 Lost or Missing Radios
 - 3.5.1 A System User will immediately notify the on-duty DES Watch Officer when they become aware that a radio is lost, stolen, or missing (not accounted for).
 - 3.5.1.1 When a radio is unaccounted for it will be inhibited from accessing the radio system.
 - 3.5.1.2 Inhibited radios may require radio shop involvement to re-enable. This will be at the owner's cost.
 - 3.5.2 Users delaying notification to DES of a radio that is unaccounted for are creating security risks for other System Users and the County and such delays will not be tolerated.
- 3.6 The Radio System is extremely large and complex. There is planned maintenance and support of the system established and there is robust system component monitoring in place.
 - 3.6.1 The county radio system will require both planned and unplanned maintenance on the system.
 - 3.6.1.1 When it is anticipated that planned maintenance will have some effect on System User use, notifications will be made in a timely fashion.
 - 3.6.1.2 When unplanned maintenance is required, DES will act within reason to minimize impacts on System Users to the extent possible.
 - 3.6.2 There are times when the first awareness of a Radio System problem will come from System Users detecting abnormalities in the "normal system state."
 - 3.6.2.1 All perceived system trouble must be reported to the DES on-duty Watch Officer as soon as possible by providing:
 - 3.6.2.1.1 A location of where problem occurred.
 - 3.6.2.1.2 A detailed explanation of the failure or problem including visual or audible indications present on subscriber hardware.
 - 3.6.2.1.3 Radio ID for the subscriber unit.
 - 3.6.2.1.4 Other information as may be deemed applicable based on the trouble report.
- 3.7 Systems Users will only transmit call signs, letters, or numbers assigned for use on this communication system or, when no call sign is provided, System Users shall utilize common language identifiers that make plain who the user is.
 - 3.7.1 Berks DES will use the call sign "BERKS" on all Reading City Police and all non-Reading City Talk Groups and radio channels at the conclusion of each hailing transmission to a system user.

3.7.1.1 On Reading City Talk Groups (RdgXXXXX), except Reading Police Talk Groups, Berks DES will use the call sign "RADIO."

3.7.1.1.1 On Reading City Police Talk Groups, Berks DES will use the call sign "BERKS" because the City of Reading Police Communications Center shall utilize the call sign "RADIO."

3.7.2 When operating on non-City of Reading Talk Groups or City of Reading Police Talk Groups, and using 4 Part Messaging, System Users will begin transmissions to Berks DES with word "BERKS" followed by the unit's radio designator.

3.7.2.1 On Reading City Talk Groups (RdgXXXXX), except Reading Police Talk Groups, when using 4 Part Messaging, System Users will begin transmissions to Berks DES with word "RADIO" followed by the unit's radio designator.

3.8 Systems users will use a standard phonetic alphabet for radio communications. System users must be familiar with the following alphabet and avoid substitutions.

A – ALPHA	B – BRAVO	C – CHARLIE	D – DELTA
E – ECHO	F – FOXTROT	G – GOLF	H - HOTEL
I – INDIA	J – JULIET	K - KILO	L – LIMA
M - MIKE	N - NOVEMBER	O - OSCAR	P – PAPA
Q - QUEBEC	R – ROMEO	S – SIERRA	T - TANGO
U - UNIFORM	V – VICTOR	W - WHISKEY	X – X-RAY
Y – YANKEE	Z - ZULU		

RADIO TALK GROUP/CHANNEL CLASSIFICATIONS

rev. April 30, 2014

1.0 SCOPE

It is the intention this policy to establish procedures for the proper allocation and use of Talk Groups on the Radio System.

2.0 POLICY

Talk Groups have been created on the Radio System in anticipation of needs of the System Users. These Talk Groups are broadly categorized into Dispatch, Hailing, Operations and Administrative groups. In addition, there are Interoperability Channels available for inter-county mutual aid and Tactical Channels for on-scene, off-system communication.

The proper use of dispatch and hailing channels is pre-defined by departmental policy elsewhere in this document (note specific section for each discipline).

It is the intention of DES to make operations and tactical channel use flexible to meet changing needs of the System Users, but, in order to facilitate the most efficient radio operations possible, except in the circumstances described herein, Berks DES will be responsible to coordinate the assignment of operations Talk Groups and Tactical Channels.

The use and assignment of Operations Talk Groups and Tactical Channels will be at the discretion of DES. DES reserves the right to approve or deny any request.

3.0 PROCEDURE

3.1 Dispatch Talk Groups

- 3.1.1 Fire/EMS Dispatch is a receive only Talk Group utilized for the dispatching of fire and EMS incidents to all units except the City of Reading Fire Department and its EMS Division. Incidents dispatched on this Talk Group are simulcast over the VHF county-wide paging channel.
- 3.1.2 Rdg Fire Dispatch is a receive only Talk Group utilized for the dispatching of fire incidents to the City of Reading Fire Department. Incidents dispatched on this Talk Group are simulcast over the Rdg Fire VHF paging channel.
- 3.1.3 Rdg EMS Dispatch is a receive only Talk Group utilized for the dispatching of EMS incidents to the City of Reading Fire Department EMS Division.

3.2 Hailing Talk Groups

- 3.2.1 The Hailing Talk Groups are the primary communication paths for radio communications between the System Users and Berks DES Radio Operators.
- 3.2.2 In the municipal police discipline, the Hailing Talk Groups also serve as their dispatch Talk Group.
- 3.2.3 The vast majority of a System Users' activity will take place on the agency's designated Hailing Talk Group.
- 3.2.4 Hailing Talk Groups are addressed in greater detail in each of the discipline specific sections of this document.

3.3 Operations Talk Groups

- 3.3.1 Operations Talk Groups are designated to be used for major incidents, pre-planned events, or when the volume of less significant incidents is so great that it satisfies system management needs to move them off hailing channels.
- 3.3.2 There are a limited number of Operations Talk Groups available and their use must be coordinated.
 - 3.3.2.1 Units will switch to an Operations Talk Group:

- 3.3.2.1.1 On the direction of the coordinating Radio Operator.
- 3.3.2.1.2 On the approval of the coordinating Radio Operator when the Incident Commander requests that an Operations Talk Group be made available.
- 3.3.2.1.3 Subsequent transmissions on the Hailing Talk Group for this incident will be directed back to the designated Operations Talk Group.
- 3.3.2.1.4 Communications moved to an Operations Talk Group will not be reliably monitored by the Communications Center. Hails to the Communications Center shall be conducted on the appropriate Hailing Talk Group.
- 3.3.2.1.5 The Communications Center, when trying to reach a unit known to be on an Operations Talk Group will hail that unit on said Talk Group without expectation that the unit is monitoring the Hailing Talk Group.

3.4 Administrative Talk Groups

- 3.4.1 Numerous administrative talk groups exist for the convenience of the System Users and certain specific agencies.
- 3.4.2 These Talk Groups are not monitored in the Communications Center but they are recorded.
- 3.4.3 Their usage is on a shared basis and System Users are expected to cooperate to maximize their availability.

3.5 Tactical Channels

- 3.5.1 Tactical Channels are simplex “point to point” channels that can be used for local communications when on scene of an incident.
 - 3.5.1.1 There are 12 Tactical Channels available.
 - 3.5.1.2 These channels may be used to assist personnel and units with communications in areas with unreliable radio system coverage or when operating in a building complex where radio system coverage may not provide necessary communications.
 - 3.5.1.3 Tactical Channels are non-repeated and cannot be monitored or recorded by Berks DES.
 - 3.5.1.4 Tactical Channels may be used:
 - 3.5.1.4.1 When assigned by the coordinating Radio Operator on a request of the Incident Commander.
 - 3.5.1.4.2 At the discretion of the Incident Commander, when a lack of radios system coverage prevents him from contacting the Communications Center to make the request.
 - 3.5.1.4.2.1 Use of Tactical Channels in this form must be done judiciously, as there is an unlikely risk that the Incident Commander selects a Tactical Channel that has already been assigned by the Communications Center to another incident.
 - 3.5.1.4.2.1.1 In order to minimize this risk, an Incident Commander self-selecting a Tactical Channel shall always begin at Brks7Tac12 and work down as the Communications Center will assign channels from Brks7Tac1 and work up.
 - 3.5.1.4.2.1.2 Before directing his response to the self-selected Tactical Channel, the Incident Commander shall key up and announce “XXX Incident Command

to any unit on channel, respond if this channel is in use?” If any traffic is detected on the channel after such a selection is made, the Incident Commander shall be responsible to move to another channel.

3.5.1.4.2.1.3 Subsequent to making such a selection, the Incident Commander shall make known to the Communications Center the usage of the channel when and as soon as is practical by means such as cell phone.

3.6 Interoperability Channels

3.6.1 A significant feature of the Radio System is the availability of extensive Interoperability Overlays to permit non-System Users to access the System on temporary bases for the purpose of providing mutual aid in Berks County or, in the case of EMS non-System Users, communicating with Berks County hospitals.

3.6.2 Interoperability Overlays exist in all normally utilized public safety spectrum including:

3.6.2.1 Low Band VHF, Low Cut

3.6.2.1.1 33.94 MHz is in service as a 95% portable on street coverage simplex channel.

3.6.2.1.2 This channel should be programmed in subscriber radios 33.94 MHz Tx/Rx, PL 77/77 Tx/Rx.

3.6.2.2 Low Band VHF, High Cut

3.6.2.2.1 45.88 MHz is in service as a 95% portable on street coverage simplex channel.

3.6.2.2.2 This channel should be programmed in subscriber radios 45.88 MHz Tx/Rx, PL 156.7/156.7 Tx/Rx (NOTE that this does not comply with NIFOG in order to protect subscriber radios from Rx noise).

3.6.2.3 High Band VHF

3.6.2.3.1 (5) VHF high band overlays are in service as 95% portable on street, simplex channels. They include:

3.6.2.3.1.1 VCall 10 – 155.7525

3.6.2.3.1.1.1 This channel should be programmed in subscriber radios 155.7525 Tx/Rx, PL 156.7/CSQ Tx/Rx.

3.6.2.3.1.2 VTac 14 – 159.4725

3.6.2.3.1.2.1 This channel should be programmed in subscriber radios 159.4725 Tx/Rx, PL 156.7/CSQ Tx/Rx.

3.6.2.3.1.3 155.2950 – Legacy Berks EMS

3.6.2.3.1.3.1 This channel should be programmed in subscriber radios 155.295 Tx/Rx, PL 173.8/173.8 Tx/Rx.

3.6.2.3.1.4 155.0700 – Legacy Berks P1

3.6.2.3.1.4.1 This channel should be programmed in subscriber radios 155.070 Tx/Rx, PL 91.5/91.5 Tx/Rx.

3.6.2.3.1.5 155.4750 – VHF National Police

3.6.2.3.1.5.1 This channel is used for law enforcement interoperability only.

3.6.2.3.1.5.2 This channel should be programmed in subscriber radios 155.4750 Tx/Rx; PL No/CSQ Tx/Rx.

3.6.2.4 UHF

3.6.2.4.1 (3) UHF high band overlays are in service as 95% portable on street, repeater channels. They include:

3.6.2.4.1.1 UCall 40 – 458.2125/453.2125

3.6.2.4.1.1.1 This channel should be programmed in subscriber radios 458.2125/453.2125, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.4.1.2 UTac 41 – 458.4625/453.4625

3.6.2.4.1.2.1 This channel should be programmed in subscriber radios 458.4625/453.4625, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.4.1.3 UTac 42 – 458.7125/453.7125

3.6.2.4.1.3.1 This channel should be programmed in subscriber radios 458.7125/453.7125, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.5 800 MHz

3.6.2.5.1 (5) 800 MHz high band overlays are in service as 95% portable on street, repeater channels. They include:

3.6.2.5.1.1 8Call90 – 806.0125/851.0125

3.6.2.5.1.1.1 This channel should be programmed in subscriber radios 806.0125/851.0125, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.5.1.2 8Tac91 – 806.5125/851.5125

3.6.2.5.1.2.1 This channel should be programmed in subscriber radios 806.5125/851.5125, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.5.1.3 8Tac92 – 807.0125/852.0125

3.6.2.5.1.3.1 This channel should be programmed in subscriber radios 807.0125/852.0125, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.5.1.4 8Tac93 – 807.5125/852.5125

3.6.2.5.1.4.1 This channel should be programmed in subscriber radios 807.5125/852.5125, Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.5.1.5 BerksKnox – 811.0875/856.0875

3.6.2.5.1.5.1 This channel should be programmed in subscriber radios 811.0875/856.0875 Tx/Rx; PL 156.7/CSQ Tx/Rx.

3.6.2.5.1.5.2 This channel is primarily used for transmitting analog alert tones but can be as a last resort 800 MHz voice interop channel if needed.

3.6.3 In all cases except the Low Band Interoperability Channels, a non-System User desiring interoperability will contact Berks County Communications on the appropriate Call Channel and will be directed by the Radio Operator to an available Tac or Legacy Interop Channel. This channel will then be Patched to an appropriate system Talk Group in order to permit effective communication.

3.6.3.1 It is the responsibility of the entity requesting the comms to advise the Center when the channel is no longer in use by hailing again on the Call channel.

3.6.4 Due to lack of additional resources, all transactions (hailing and operations) on Low Band Interoperability channels will take place on that one channel.

INTEROPERABILITY TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

All disciplines of emergency services System Users have access to Interoperability Talk Groups in their System Subscriber Hardware. These Interoperability Talk Groups mirror the Interoperability Channels (Overlays) that are in place on the Radio System. Permanent Patches exist between the Interoperability Channels and their respective (similarly named) Interoperability Talk Groups. This means that when a transmission is made on an Interoperability Talk Group, the transmission is broadcast out by the Radio System both on the Talk Group, as well as on the corresponding Conventional Channel. This effectively means that a System User with a 700 MHz radio can talk out on VHF low band, VHF high band, UHF or 800 MHz and receive transmissions from individuals who have radios in these bands and no access to the Berks Trunked System.

2.0 POLICY

When it is necessary to establish communication between System Users and non-System Users that is intended to be of a short duration and does not necessitate a Patch to be established to some other System Talk Group, such communication may take place on an Interoperability Talk Group.

For this process to function effectively, either there must be pre-coordinated arrangements (eg. an out of county BLS ambulance using UHF and a Berks ALS unit set a practice that they will use UCall40 to negotiate a Talk Group/Channel to communicate on so that both entities know to monitor the Talk Group/Channel, or Scanning must be used and the Channel/Talk Group of interest must be a Scan List member. Lacking such arrangements, the parties would be unable to utilize this functionality of the Radio System effectively.

3.0 PROCEDURE

3.1 Interoperability Talk Groups provisioned in the Radio System include:

Talk Group Name	Common Language	Corresponding Conv. Channel
L/L IOp	Low Low IOp	33.94 MHz
L/H IOp	Low High IOp	45.88 MHz
VCall10 IOp	V Call IOp	V Call 10
VTac14 IOp	V Tac 14 Iop	V Tac 14
NatPD IOp	National Police IOp	155.475 MHz
.295 IOp	295 IOp	155.295 MHz
.070 IOp	070 IOp	155.070 MHz
UCall40 IOp	U Call IOp	U Call 40
UTac41 IOp	U Tac 41 IOp	U Call 41
UTac42 IOp	U Tac 42 IOp	U Call 42
BrksKnox	Berks Knox	856.0875 (Mob Rx)/ 811.0875 (Mob Tx)
8Call90 IOp	8 Call IOp	8 Call 90
8Tac91 IOp	8 Tac 91 IOp	8 Tac 91
8Tac92 IOp	8 Tac 92 IOp	8 Tac 92
8Tac93 IOp	8 Tac 93 IOp	8 Tac 93

- 3.2 Encryption
 - 3.2.1 All Interoperability Talk Groups are unencrypted.
- 3.3 Coverage
 - 3.3.1 All Interoperability Talk Groups are broadcast on both South and North Sites.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to all of these Talk Groups
- 3.5 Radio System Users are free to make use of these Talk Groups as needed for interoperability coordination in concert with guidance set forth in the National Interoperability Field Operations Guide (NIFOG)
 - 3.5.1 Communications on "Call" channels shall be restricted to that necessary to coordinate use of an alternative Channel/Talk Group.
- 3.6 These Talk Groups and their corresponding conventional channels represent system wide shared and limited resources. This requires System Users to respect others by:
 - 3.6.1 Limiting traffic.
 - 3.6.2 Monitoring before transmitting and using alternative resources when possible if a Talk Group/channel is in use.

FEDERAL COMMUNICATIONS COMMISSION (FCC) REGULATIONS

rev. April 30, 2014

1.0 SCOPE

The Radio System is operated under the authority of licenses granted to Berks County by the Federal Communications Commission (FCC). System Users are granted authorization by the County to operate on the County licensed channels.

As such, the County is ultimately responsible to the FCC for the conduct of all System Users so authorized by the County. System Users failing to follow regulations as set forth by the FCC are subject to cancellation of their authorization to operate on the licenses.

2.0 POLICY

All Radio System Users are required to adhere to all FCC regulations when operating on radio channels under authorization of the County of Berks. It is the responsibility of all System Users to remain aware of current and future regulations that pertain to such operation.

3.0 PROCEDURE

System users will operate all communications equipment in a manner consistent with FCC regulations. FCC regulations include, but are not limited to, the following:

- 3.1 All communications equipment must meet the required technical and performance standards to ensure that overall performance, capacity, and security of the system are maintained.
- 3.2 All communications equipment must be operated by authorized personnel only.
- 3.3 System users must refrain from the following:
 - 3.3.1 Causing unlawful or harmful interference with radio communications
 - 3.3.2 Intercepting and using the contents of radio transmission for prohibited purposes.
 - 3.3.3 Denying access to radio equipment or records to any properly identified representative of the FCC.
 - 3.3.4 The use of profane, indecent, or obscene language
 - 3.3.5 The transmission of superfluous signals or messages not consistent with the authorized use of the channel.
- 3.4 System users use plain language in all radio communications whenever practical.
- 3.5 System users will use the appropriate unit identifiers as assigned. Call signs are required during any exchange of transmissions.
- 3.6 System users will use 24-hour military time in all radio communications and record keeping.
- 3.7 System users must conduct themselves professionally at all times.

RADIO ETTIQUETTE/PROFESSIONALISM

rev. April 30, 2014

1.0 SCOPE

This policy defines proper procedures/etiquette to be used by System Users when operating on the Radio System to ensure efficient and collegial use of available resources. Proper radio etiquette/professionalism entails using Radio System resources in a way that maximizes the limited resources available to best benefit all System Users.

2.0 POLICY

It is the policy of Berks DES to enforce proper radio etiquette and professionalism among all System Users, particularly when poor etiquette/lack of professionalism has a detrimental effect on other System Users. To this end, Berks DES will utilize a progressive program of corrective action/sanctions to ensure the Radio System is utilized in accordance with the procedures established in this manual.

3.0 PROCEDURE

- 3.1 System Users shall:
 - 3.1.1 Use appropriate tone/volume to convey their message.
 - 3.1.2 Speak slowly and clearly.
 - 3.1.3 Limit messages to only the necessary content and share the idea to be conveyed as concisely as possible.
 - 3.1.4 Wait briefly after PTT to ensure the resource is fully assigned before speaking in order to avoid clipping the beginning of your message. If the channel/Talk Group has a talk permit tone, wait until the talk permit tone is offered.
 - 3.1.5 Speak directly into the microphone and ensure that no loud sources of extraneous noise are behind you when transmitting.
 - 3.1.6 Refrain from inappropriate use of the emergency function and manage their emergency function appropriately when an activation is made whether real or accidental.
- 3.2 System Users having concerns with the conduct of other System Users are encouraged to pursue the matter with the offending User or his organization's leadership.
 - 3.2.1 In the event the problem is pervasive or unable to be resolved, it should then be reported to the DES WO who will document the matter and initiate an investigation as per DES internal policy.
- 3.3 Reports of misconduct, whether arising internally or external to DES will be investigated and addressed as per the GENERAL OPERATIONS AND SECURITY policy.

APPROVED AGENCY AND UNIT IDENTIFIERS

rev. April 30, 2014

1.0 SCOPE

Berks DES has created a designated numbering and identification system. This system was designed for fast and reliable communications. The purpose of this policy is to establish the unit identifiers acceptable for use on the Radio System.

2.0 POLICY

All affiliated public safety personnel operating on the Radio System are required to use only those agency and unit identifiers established in this policy. Any other radio identification must be common language use phrasing that clearly defines the organization and unit calling (eg. Montgomery Medic 329-4, Schuylkill Engine 3636, Lancaster Ambulance 36-1).

Approved agency and unit type identifiers are attached as Appendix G.

3.0 PROCEDURE

- 3.1 Law enforcement identifiers are formed by using the organization number and agency-assigned unit type.
 - 3.1.1 When non-Reading law units operate on Reading Talk Groups (RdgXXXX) they will use "County" in front of their normal agency/unit ID (eg. County 25-91).
 - 3.1.2 When Reading law units operate on non-Reading Talk Groups they will use "City" in front of their normal unit ID (eg. City 306)
- 3.2 Emergency medical services (EMS) identifiers are formed by using the organization number and the apparatus or unit position identifier.
 - 3.2.1 Units operating across Talk Groups (City and County) need not preface their normal identifier (eg. Reading Fire Medic 1 will use "Medic 1" regardless of what Talk Group they are operating on and Lower Alsace Ambulance 1 will use "Ambulance 555-1" regardless of what Talk Group they are operating on).
- 3.3 Fire identifiers are established dependent on jurisdiction.
 - 3.3.1 County (non-Reading) fire service identifiers are formed by using the organization number and the apparatus or unit position identifier.
 - 3.3.1.1 When non-Reading fire units operate on Reading Talk Groups (RdgXXXX) they will use "County" in front of their normal agency/unit ID (eg. County Engine 55-1)
 - 3.3.2 Reading fire service identifiers are established in the same way except that, when operating on Reading (RdgXXXX) Talk Groups they will not transmit any organization identifier.
 - 3.3.2.1 When Reading fire units operate on non-Reading Talk Groups they will use "City" in front of their normal unit ID (eg. City Engine 1)
- 3.4 In all cases, clarity is the desired outcome. Radio identifiers are assigned to expedite communication, but there is no value to speed if the recipient of the transmission is unclear or the sender is unknown.
 - 3.4.1 If there is an uncertainty as to whether a call sign will be misunderstood or create confusion due to a multi-agency, multi-disciplinary operation, a common language unit identifier is always acceptable. For example, while they may not be short and useful for everyday operations, in unusual situations, radio identifiers such as "Reading City Medic 1" or "Reading City Patrol Unit 306" will be clearly understood and are always permissible.

INCIDENT TIMERS AND SECURITY CHECKS

rev. April 30, 2014

1.0 SCOPE

The Center performs security checks for its affiliates either upon request, or as a result of pre-programmed waiting times associated with specific call-types.

2.0 POLICY

A security check is performed automatically after an affiliated unit has been on scene for a specific amount of time or when a specific incident threshold has been met. System Users must be attentive for security checks and respond to them appropriately in order to avoid repetitive transmission and unnecessary assignment of backup resources.

3.0 PROCEDURE

3.1 Security Check – DES Discretion

3.1.1 At any time, the Radio Operator may make a security check regardless of whether the field unit has advised “No further checks.”

3.2 Security Checks – On Special Request of Field Unit

3.2.1 Any System User may request a security check for any incident when he believes that receiving checks is in the best interest of responder safety.

3.2.1.1 Such requests shall be made by advising the Radio Operator to offer a “Security check in X minutes” where X is an interval of (5) five.

3.2.1.1.1 Any time the System User requests a security check without specifying a time interval, the interval will be (5) five minutes.

3.2.2 In response to a security check, or at any other time the requestor desires, he may communicate “No further checks.” This transmission will be echoed by DES and no subsequent checks will be offered.

3.2.2.1 Lacking such a transmission, checks will continue to be offered at the same previously established interval until the call is cleared.

3.3 Security Checks Law Enforcement – By Policy

3.3.1 A Berks DES Radio Operator performs a security check five (5) minutes after arrival of a law enforcement unit on call types requiring a security check. When multiple units are on scene together, DES may offer a combined security check by announcing all units due at that time.

3.3.1.1 IN PROGRESS OR JUST OCCURRED law enforcement call types resulting in an automatic security check include:

3.3.1.1.1 ABDUCTION

3.3.1.1.2 ALARM FINANCIAL HOLD UP

3.3.1.1.3 ALARM POLICE

3.3.1.1.4 ASSAULT/FIGHT

3.3.1.1.5 ASSAULT/FIGHT INJURY

3.3.1.1.6 BURGLARY

3.3.1.1.7 CLASS 4 MENTAL

3.3.1.1.8 DISORDERLY CONDUCT

3.3.1.1.9 DOMESTIC

3.3.1.1.10 DOMESTIC INJURY

3.3.1.1.11 ESCAPEE

3.3.1.1.12 FRAUD

3.3.1.1.13 MVA HIT & RUN

- 3.3.1.1.14 OVERDOSE
- 3.3.1.1.15 PURSUIT
- 3.3.1.1.16 RECKLESS DRIVER
- 3.3.1.1.17 ROBBERY
- 3.3.1.1.18 SUBJECT STOP
- 3.3.1.1.19 SERVE PFA/WARRANT
- 3.3.1.1.20 SHOOTING
- 3.3.1.1.21 SHOTS FIRED
- 3.3.1.1.22 STABBING
- 3.3.1.1.23 SUICIDE
- 3.3.1.1.24 SUSPICIOUS SITUATION
- 3.3.1.1.25 THEFT
- 3.3.1.1.26 VEHICLE STOP
- 3.3.1.1.27 WELFARE CHECK

3.3.2 In response to a security check, or at any other time the law enforcement officer desires, he may communicate “No further checks.” This transmission will be echoed by DES and no subsequent checks will be offered.

3.3.2.1 Lacking such a transmission, checks will continue to be offered every (5) five minutes until the call is cleared.

3.4 Security Checks EMS – By Policy

3.4.1 A Berks DES Radio Operator performs a security check twenty (20) minutes after arrival of an EMS unit on any call type except fire scenes. When multiple units are on scene together, DES may offer a combined security check by announcing all units due at that time.

3.4.2 In response to a security check, or at any other time the EMS System User desires, he may communicate “No further checks.” This transmission will be echoed by DES and no subsequent checks will be offered.

3.4.2.1 Lacking such a transmission, checks will continue to be offered every (20) twenty minutes until the call is cleared.

3.5 Failure To Respond To Security Checks – All

3.5.1 If a unit fails to respond to an initial security check, a second security check will be made one (1) minute later.

3.5.2 If a unit fails to respond to a second security check after (1) one minute:

3.5.2.1 The WO is notified that a second security check has been failed.

3.5.2.2 Law enforcement units will immediately be dispatched to the location with an advisory that a public safety officer is on location and not responding to checks.

3.5.2.3 DES will implement Remote Monitor.

3.5.2.3.1 Remote Monitor allows the Radio Operator to remotely key up the users radio and, on a secure private Talk Group, listen to the radio’s microphone input. Remote Monitor remains active for 30 seconds. During this time the System User is able to “override” the Remote Monitor by transmitting with a PTT. The Radio Operator may initiate another Remote Monitor session after the 30 second timer expires

3.5.2.3.2 Any intelligence gathered from the Remote Monitor session will be conveyed to back-up units responding to the scene.

3.5.2.4 Continuous efforts will be made to contact the unit that failed to respond, and such checks will take precedence over less important radio traffic.

- 3.5.3 Once back-up units have been sent to a second failed security check, a subsequent response will not be satisfactory to establish officer safety. The back-up response will not be terminated except when:
 - 3.5.3.1 A responding back-up unit arrives on location and determines there is no problem.
 - 3.5.3.2 The unit that failed the check clears the call.
 - 3.5.3.3 The unit that failed the check clears the scene (initiates a transport).
 - 3.5.3.4 Another public safety unit not on the same incident scene as the unit that failed the check (as determined by CAD) notifies DES BY RADIO that they have had alternative contact with the unit that failed the check and the back-up can be cancelled.
- 3.6 Incident Timer – Fire
 - 3.6.1 On incidents of the following types, a 20 minute timer will be set after establishment of Command:
 - 3.6.1.1 Structure Fires where command is established
 - 3.6.1.2 Motor Vehicle Accidents w/ Entrapment where command is established.
 - 3.6.1.3 Any other incident type upon specific request of Command
 - 3.6.2 At the expiration of the timer, the assigned Radio Operator will notify Command that they have reached a twenty minute mark.
 - 3.6.2.1 Command shall acknowledge the message and no further information is required.
 - 3.6.2.1.1 Command may request “No further timer notifications.”
 - 3.6.2.1.1.1 On such a request, DES will acknowledge and no further action is required.
 - 3.6.2.1.2 If Command does not request “No further timer notifications,” another 20 minute timer will be initiated and the process will continue until command is terminated or “No further” is requested.

AIR PRIORITY – GENERAL USE OF THE TERM

rev. April 30, 2014

1.0 SCOPE

It is the intention of this policy to describe the process by which System Users may reserve a communication path for the sole purpose of communications related to a specific incident that is underway at the time. This practice is referred to a request for “Air Priority.”

2.0 POLICY

It is the policy of Berks DES to maintain a consistent operational condition on the Radio System to ensure System Users are able to communicate in a standardized fashion that requires minimal attention to the logistics of radio use. However, it is also understood that, in certain circumstances, System User safety and the ability to coordinate operations in rapidly developing incidents dictate the need to modify normal System practices to reserve customary communication paths for the emergent incident.

System Users shall be aware of the circumstances that justify a request for the reservation of a System communication path, and shall only request same when such circumstances exist.

Circumstances that justify an Air Priority include:

- an UNFORSEEN life-safety emergency where a System User or System Users are placed in in a circumstance that is IMMEDIATELY threatening to his/their personal safety.
- The activation of an Emergency Button when the activation is determined to be a real emergency or when the individual does not respond to verify the legitimacy of the emergency
- A law enforcement pursuit, until such time as the pursuit ends or transitions into a condition that is expected to be of lengthy duration (eg. vehicle pursuit where the operator bails to foot and a perimeter is being established). In such circumstances, the incident shall be moved to Operations or Tactical communications as soon as practical.

When it is reasonable to anticipate the need for a dedicated communication path, it is the responsibility of the System User to do so by requesting an Operations Talk Group or a Tactical Channel. Due to the availability of significant alternative talk paths, the application of Air Priority is anticipated to be infrequent.

DES shall promptly authorize an Air Priority when a justifiable request is made by a System User or when, regardless of a request from a System User, the responsible DES Radio Operator believes it is in the best interest of the incident at hand to declare an Air Priority.

DES maintains responsibility for overall efficiency of the Radio System, and therefore reserves sole authority with respect to the approval of a request for an Air Priority.

3.0 PROCEDURE

- 3.1 When it is determined that a situation exists that justifies an Air Priority on a Dispatch/Hailing or Hailing Talk Group, the Radio Operator responsible for management of the incident communications shall sound (5) Alert 3 tones (5 short beeps) and announce “**Attention all units, air priority is now in effect for XXX, switch normal operations to ZZZ.**” (where XXX is the individual or incident requiring Air Priority and ZZZ is the Talk Group to which all communications that normally take place on the Talk

Group being placed under Air Priority shall be moved (hereafter the relocation talk group).

- 3.1.1 Beginning immediately, the use of the Air Priority Talk Group shall be reserved for traffic related to the incident for which it was declared.
 - 3.1.1.1 Any System Users erroneously using the Air Priority Talk Group shall be directed by DES to the appropriate Talk Group.
- 3.1.2 If DES determines that the request would be best served by moving of the incident communications to an Operations Talk Group, same shall be offered to the requesting Field User with discretion as to whether to move resting with the Field User.
- 3.2 On the relocation talk group, DES shall sound (5) Alert 3 tones (5 short beeps) and announce “**Attention all units, air priority is now in effect on XXX, and other user are affiliating here.**” (where XXX is the Talk Group on which Air Priority is being declared)
- 3.3 Upon being notified of an Air Priority, all System Users operating on the Talk Group shall move to the relocation Talk Group and resume normal operations.
 - 3.3.1 While final discretion as to where normal communications shall be redirected rests with the responsible DES Radio Operator, the following shall represent standard practice:
 - 3.3.1.1 BrksPDDispA to BrksPDDispB
 - 3.3.1.2 BrksPDDispB to BrksPDDispA
 - 3.3.1.3 BrksFireA to BrksFireB
 - 3.3.1.4 BrksFireB to BrksFireA
 - 3.3.1.5 RdgFireOps1 to RdgFireOps2
 - 3.3.1.6 RdgEMSOps 1 to RdgEMSOps2
 - 3.3.1.7 BrksEMS to BrksEMSOps1
- 3.4 At the conclusion of an Air Priority, DES shall:
 - 3.4.1 On the Talk Group where Air Priority was in effect - announce “**Attention all units on XXX, Air Priority is now lifted.**” (where XXX is the Talk Group on which the Air Priority was in effect)
 - 3.4.2 On the relocation Talk Group - announce “**Attention all units, the Air Priority on XXX, is now lifted. Resume normal communications.**” (where XXX is the Talk Group on which the Air Priority was in effect)
 - 3.4.2.1 Immediately upon being notified the Air Priority is lifted, units shall re-affiliate with their normal communications Talk Group.

MAYDAY – GENERAL USE OF THE TERM

rev. April 30, 2014

1.0 SCOPE

It is the intention of this policy to describe terminology by which System Users may alert others to a condition of personal distress. This is accomplished through the use of the term MAYDAY before or during a transmission.

It is NOT the intent of this policy to address how MAYDAYS will be resolved as the circumstances that resulted in the MAYDAY declaration cannot be reasonably pre-planned/predicted. Where such policy/procedure is developed it shall be set forth in separate guidance.

2.0 POLICY

All System Users shall be familiar with the intent of the use of this term, and shall avoid its use except in conditions that so warrant. DES and all System Users shall diligently and quickly respond to the use of this terminology during a transmission by limiting unrelated communications and working to ascertain the nature of the MAYDAY call.

MAYDAY may be used in communications on any type of Channel or Talk Group but should generally be used in conjunction with an Emergency Button Activation when the caller is able to make the activation.

MAYDAY shall not be used to signify emergency traffic that does not relate to an immediate threat to the safety of the individual making the transmission (see policy on ***URGENT TRAFFIC-GENERAL USE OF THE TERM***)

3.0 PROCEDURE

- 3.1 A System User experiencing personal distress that is likely to result in injury or a threat to life shall use the term “**MAYDAY, MAYDAY, MAYDAY**” when beginning their distress call and in advance of their unit identifier and the identifier of the unit they are calling (if they are making a direct call versus an announcement).
 - 3.1.1 It is understood that by the very nature of the situation requiring the MAYDAY, other aspects of normal radio operations may not be followed including, but not limited to, multi-part messaging. For this reason, three soundings of the word MAYDAY should be used to ensure that the attention of receiving units is captured before continuing the transmission.
- 3.2 Receiving units (including DES on monitored channels) shall immediately act to ascertain the nature of, and appropriately address the MAYDAY situation with highest urgency .

URGENT TRAFFIC – GENERAL USE OF THE TERM

rev. April 30, 2014

1.0 SCOPE

It is the intention of this policy to describe terminology by which System Users may alert others to the need to transmit a message which should preempt any other messages other than MAYDAY messages.. This is accomplished through the use of the term “URGENT TRAFFIC” when hailing before a transmission.

2.0 POLICY

All System Users shall be familiar with the intent of the use of this term, and shall avoid its use except in conditions that so warrant. DES and any System User being hailed with urgent traffic shall diligently and quickly respond to the caller.

Urgent Traffic may be used in communications on any type of Channel or Talk Group and should never be used in an announcement fashion (it shall always be directed to a recipient).

URGENT TRAFFIC shall not be used except when the user intends that the recipient discontinue any other actions except those that are related to the resolution of immediately life threatening circumstances.

Examples of appropriate use of URGENT TRAFFIC include but are not limited to:

- Notifying another party of a safety issue that could affect the other party.
- Notifying DES of a previously unreported emergency.
- DES notifying a System User of additional information received from a 9-1-1 caller when a delay in the receipt of such information could have negative impacts.

The term PRIORITY shall not be used in place of URGENT TRAFFIC to avoid confusion with requests for AIR PRIORITY.

URGENT TRAFFIC transmissions shall always be sent in four-part messaging.

3.0 PROCEDURE

- 3.1 A System User needing to transmit a message that is intended to be treated with a higher level of priority than normal traffic being transmitted over public safety radio shall use the words “Urgent Traffic” following their hail. Example:
“Berks, Chief 1, Urgent Traffic”
- 3.1.1 The caller shall not proceed with the transmission until acknowledged to ensure no part of the transmission is missed.
- 3.2 The recipient shall cease any other actions not related to immediate life safety issues to respond to the URGENT TRAFFIC transmission.

SPECIAL CIRCUMSTANCES CONTINGENCY PLANNING (PLAN CHARLIE)

rev. April 30, 2014

1.0 SCOPE

It is the intention of Berks DES to ensure the most efficient dispatch of emergency services during periods of severe weather or other special circumstances that may create a serious taxing of the resources in the Communications Center.

2.0 POLICY

It is the policy of DES that, during certain times when, in the opinion of the WO, process modifications are necessary to maintain the ability of the Communications Center to efficiently execute core responsibilities, certain processes will be altered or eliminated. This planning could be implemented for severe weather, technical systems failure, personnel shortages, or other unanticipated situations wherein it may be necessary for modified processes.

DES will notify System Users of the implementation of the Special Circumstances Contingency Planning (SCCP) and subsequently will provide notification when normal processes may resume.

3.0 PROCEDURE

3.1 Notification

3.1.1 When DES implements Plan Charlie, there will be radio notifications made as follows:

- 3.1.1.1 Announcements will be made on the discipline hailing channels for fire, police, and EMS stating "Due to XXX, Plan Charlie is now in effect" where XXX is the reason for the implementation.
- 3.1.1.2 All fire and EMS dispatches that are made during a Plan Charlie event shall be concluded with the phrase, "**Plan Charlie is in effect.**"
- 3.1.1.3 Depending on circumstances, agencies assigned to Administrative Talk Groups may be contacted by radio or telephone to curtail their radio operations.

3.1.2 Process Modifications

3.1.2.1 Law Enforcement Processes

- 3.1.2.1.1 Traffic on ALL Talk Groups will be limited to essential traffic only (this includes Talk Groups not monitored by DES).
- 3.1.2.1.2 MCTs must be utilized for status keeping.
- 3.1.2.1.3 Broadcasts will not be performed unless a priority.
- 3.1.2.1.4 Only essential CLEAN/NCIC/JNET queries will be performed by DES staff (MCT equipped officers must complete their own queries).
- 3.1.2.1.5 Any other function deemed non-essential by the on-duty Watch Officer will be denied/deferred during this time.

3.1.2.2 Fire/EMS Operations

- 3.1.2.2.1 Traffic on ALL Talk Groups will be limited to essential traffic only (this includes Talk Groups not monitored by DES).
- 3.1.2.2.2 No administrative announcements will be made.
- 3.1.2.2.3 When the cause for the SCCP is advised to be weather related, fire agencies are requested, but not required, to staff their station and provide telephone contact information at which to receive non-emergent call notifications.

- 3.1.2.2.4 Fire and EMS units will not be dispatched to any call for MVA UNKNOWN INJURIES except in PA State Police jurisdiction or on special request of police.
- 3.1.2.2.5 Under no circumstances will a summary of times or incident information be given over radio or telephone.
- 3.1.2.2.6 Any other function deemed non-essential by the on-duty Watch Officer will be denied/deferred during this time.
- 3.1.2.2.7 DES will only make utility company notifications when an immediate threat to life or property exists.

3.1.3 Termination

- 3.1.3.1 Announcements will be made on the discipline hailing channels for fire, police, and EMS stating "Plan Charlie is terminated."
- 3.1.3.2 Any agency notifications that had been made with respect to Administrative Talk Groups will be reversed.

TACTICAL CHANNELS

rev. April 30, 2014

1.0 SCOPE

It is recognized that, regardless of the quality of coverage provided in the Trunked Radio System, there will be situations where units will need to operate in a simplex (radio to radio) mode with reliance on the system. This could be due to inadequate geographical system coverage, inadequate coverage caused by building construction, system failures, or simply a desire to remove traffic from the system for operational needs.

In order to accomplish this, a package of Tactical Channels has been provided in every System radio.

2.0 POLICY

It is the policy of Berks DES that System Users will make use of the limited number of Tactical Channels in a coordinated and orderly fashion that maximizes their use and avoids harmful interference among users.

These channels are:

Berks Tactical Channels
Tx(156.7)/Rx(CSQ)
Berks7TAC1 - 769.05625
Berks7TAC2 - 769.06875
Berks7TAC3 - 774.99375
Berks7TAC4 - 769.00625
Berks7TAC5 - 769.01875
Berks7TAC6 - 769.03125
Berks7TAC7 - 769.04375
Berks7TAC8 - 774.93125
Berks7TAC9 - 774.95625
Berks7TAC10 - 774.96875
Berks7TAC11 - 774.98125
Berks7TAC12 - 774.99375

In common language the Tactical Channels shall be referred to as Berks Tac 1 through Berks Tac 12.

3.0 PROCEDURE

3.1 Encryption

3.1.1 Tactical Channels are unencrypted.

3.2 Modulation

3.2.1 These channels are Analog

3.3 Coverage

3.3.1 Tactical Channels are limited by FCC regulations to 2 watts. This provides a significantly small sphere of operation.

- 3.3.2 This also means that these channels can be reused simultaneously with adequate geographic distance between the incident scenes where they are in use.
- 3.3.3 Performance distance cannot be estimated due to variables like tuner quality, topography, building loss and vegetation.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to these channels
 - 3.4.2 These channels are simplex, and therefore unavailable for recording or monitoring at Berks DES
- 3.5 Usage
 - 3.5.1 Tactical Channels are simplex “point to point” channels that can be used for local communications when on scene of an incident.
 - 3.5.2 There are 12 Tactical Channels available.
 - 3.5.3 These channels maybe used to assist personnel and units with communications in areas with unreliable radio system coverage or when operating in a building complex where radio system coverage may not provide necessary communications.
 - 3.5.4 Tactical Channels are non-repeated and cannot be monitored or recorded by Berks DES.
 - 3.5.5 Tactical Channels may be used:
 - 3.5.5.1 When assigned by the coordinating Radio Operator on a request of the Incident Commander.
 - 3.5.5.2 At the discretion of the Incident Commander, when a lack of radios system coverage prevents him from contacting the Communications Center to make the request.
 - 3.5.5.2.1 Use of Tactical Channels in this form must be done judiciously, as there is an unlikely risk that the Incident Commander selects a Tactical Channel that has already been assigned by the Communications Center to another incident.
 - 3.5.5.2.1.1 In order to minimize this risk, an Incident Commander self-selecting a Tactical Channel shall always begin at Brks7Tac12 and work down as the Communications Center will assign channels from Brks7Tac1 and work up.
 - 3.5.5.2.1.2 Before directing his response to the self-selected Tactical Channel, the Incident Commander shall key up and announce “XXX Incident Command to any unit on channel, respond if this channel is in use?” If any traffic is detected on the channel after such a selection is made, the Incident Commander shall be responsible to move to another channel.
 - 3.5.5.2.2 Subsequent to making such a selection, the Incident Commander shall make known to the Communications Center the usage of the channel when and as soon as is practical by means such as cell phone.

DISASTER OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Capacity exists in the Radio System to allow large multi-disciplinary special functions, events or incident specific traffic to be moved off of the primary Hailing Talk Groups and even off the normal discipline Operations Talk Groups onto specific "Disaster" Operations Talk Groups.

2.0 POLICY

A number of Talk Groups have been developed specifically for System Users to conduct incident communications for exceptionally large multi-disciplinary happenings. These operations could be a significant event to which the System Users were dispatched, or some type of scheduled special event or detail.

As there are a significant number of these Talk Groups available in each Site, all efforts shall be made to assign a Talk Group with the most limited coverage possible when such an assignment will not interfere with incident operations (eg. use a North or South TG over a Countywide Talk Group when possible).

3.0 PROCEDURE

- 3.1 Use of Disaster Operations Talk Groups shall be coordinated through DES.
 - 3.1.1 On the direction of the coordinating Radio Operator, or on approval of the coordinating Radio Operator when the Incident Commander requests such a change, communications for an incident may be moved from the Hailing Talk Group to an Disaster Operations Talk Group
 - 3.1.1.1 Subsequent units dispatched to the incident shall be directed to the designated Disaster Operations Talk Group.
 - 3.1.1.2 Errant communications related to the incident shall be redirected by DES to the correct Disaster Operations Talk Group.
- 3.2 Encryption
 - 3.2.1 All Disaster Operations Talk Groups are unencrypted
- 3.3 Coverage
 - 3.3.1 Talk Group specific and defined in 3.5 below.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to all of these Talk Groups.
 - 3.4.2 Disaster Operations TGs are recorded and available on the console system but not monitored by DES except on special notification that they will be monitored.
- 3.5 Disaster Operations Talk Groups exist as follows:
 - 3.5.1 North Site
 - 3.5.1.1 Disaster N1, Disaster N2, Disaster N3, Disaster N4, Disaster N5 (Disaster North 1 through 5)
 - 3.5.1.1.1 These Talk Groups have North Site only coverage.
 - 3.5.2 South Site
 - 3.5.2.1 Disaster S1, Disaster S2, Disaster S3, Disaster S4, Disaster S5 (Disaster South 1 through 5)
 - 3.5.2.1.1 These Talk Groups have South Site only coverage.
 - 3.5.3 Countywide
 - 3.5.3.1 Disaster CW1, Disaster CW2, Disaster CW3, Disaster CW4, Disaster CW5 (Disaster Countywide 1 through 5)
 - 3.5.3.1.1 These Talk Groups have countywide coverage.

- 3.6 System Users are reminded that the Scan List that their subscriber hardware “looks at” when on these Talk Groups is a different Scan List than is looked at when the radio is on any other Trunked Talk Group.
 - 3.6.1 The Scan List used when on these Talk Groups can be set up identically to the primary Scan List if desired but it must be built separately by entering scan members when the radio is set to one of these Disaster Operations Talk Groups.

FLIGHT OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Capacity exists in the Radio System to permit extended on scene flight operations to be moved off of the primary Hailing Talk Groups, and even off the normal discipline Operations Talk Groups onto purpose specific "FlightOps" Operations Talk Groups.

Generally these types of operations will include searches and rescue where an extensive amount of communication is desired between an air asset and a large number of ground units.

This process is not intended to address landing only operations such as aeromedical transportation landings.

2.0 POLICY

(2) Two Talk Groups have been developed specifically for System Users to conduct incident communications with air assets supporting ground operations. Because most air assets will not have system trunked radios, use of these Talk Groups can only be through a DES established Console Patch to a conventional channel available in the air asset.

Due to the high risk nature of flight operations, these Talk Groups shall be utilized only when no mutually available (available between the ground and air assets) conventional channel can be negotiated.

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 Both Flight Operations Talk Groups are unencrypted
- 3.2 Coverage
 - 3.2.1 Both Flight Operations Talk Groups are broadcast in both Sites.
- 3.3 Availability
 - 3.3.1 All public safety radios provisioned on the system have access to both of these Talk Groups.
 - 3.3.2 Flight Operations TGs are recorded and available on the console system but not monitored by DES.
- 3.4 An Incident Commander desiring the allocation of a FlightOps Talk Group for coordination with air assets shall request same from DES.
 - 3.4.1 DES shall coordinate with the air assets base to ascertain what conventional channel is available in the aircraft.
 - 3.4.2 The Interoperability Overlay Talk Group/Channel available in the aircraft shall be Patched to the designated FlightOps Talk Group to permit air to ground communications.
 - 3.4.2.1.1 Field Users are discouraged from utilizing this Talk Group for purposes other than flight operations.
 - 3.4.2.1.2 DES shall not assign the designated Interoperability Overlay Talk Group/Channel for other purposes until the flight operations have terminated.

COUNTYWIDE EXERCISE OPERATIONS TALK GROUP

rev. April 30, 2014

1.0 SCOPE

A multijurisdictional Countywide Exercise Operations Talk Group has been provisioned for the purpose of communications during large scale multi-jurisdictional/multi-disciplinary training events.

2.0 POLICY

A Talk Group called BrksExerCW (Berks Exercise Countywide) has been provisioned on the System for the purpose of accommodating communications during large scale multi-jurisdictional/multi-disciplinary training events.

Usage of this Talk Group is by advance coordination with DES through the Emergency Management group of the department.

3.0 PROCEDURE

- 3.1 The following exercise Talk Groups has been provisioned in the Radio System:
 - 3.1.1 BrksExerCW (Berks Exercise Countywide)
- 3.2 Encryption
 - 3.2.1 BrksExerCW is unencrypted
- 3.3 Coverage
 - 3.3.1 BrksExerCW is broadcast in both Sites
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access this Talk Group.
 - 3.4.2 BrksExerCW is recorded and available on the console system but not monitored by DES except on special notification that it will be monitored.
- 3.5 Usage
 - 3.5.1 Agencies desiring to utilize BrksExerCW for a multijurisdictional/multi-discipline event that cannot be accommodated on Fire Training Operations Talk Groups shall contact DES in writing with such requests as far in advance of the intended usage as is practical.
 - 3.5.2 Upon establishing that the request is justified, DES will authorize the use and assign monitoring of the Talk Group (if monitoring is deemed necessary/appropriate for the use).
- 3.6 It shall be the responsibility of the requesting/sponsoring agency/jurisdiction to make known to participants, the communications plan for the event.

LOCAL EMERGENCY MANAGEMENT OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

In order to facilitate the need of local emergency management agencies to communicate during field operations, (2) Operations Talk Groups have been provisioned on the system for this purpose.

2.0 POLICY

Any Local Emergency Management System User communications will be conducted on these System Talk Groups.

This does not preclude local emergency managers from utilizing other Talk Groups when engaged in incident operations and coordinating with other local emergency responders.

These resources are shared among a large System User base, and cooperation is required to maximize their availability for all interested parties.

3.0 PROCEDURE

- 3.1 The following Local Emergency Management Talk Groups have been provisioned in the Radio System:
 - 3.1.1 BrksLocalEMA (Berks Local EMA)
 - 3.1.1.1 This Talk Group is to be used for local emergency management operations outside of the City of Reading.
 - 3.1.2 Rdg EMA (Reading EMA)
 - 3.1.2.1 This Talk Group is to be used for local emergency management operations within the City of Reading.
- 3.2 Encryption
 - 3.2.1 All Local Emergency Management Operations Talk Groups are unencrypted
- 3.3 Coverage
 - 3.3.1 BrksLocalEMA is broadcast in both Sites
 - 3.3.2 Rdg EMA is broadcast in the South Site only.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to both of these Talk Groups.
- 3.5 Local Emergency Management Operations TGs are recorded and available on the console system but not monitored by DES.
- 3.6 Usage
 - 3.6.1 These Operations Talk Groups are available for use without prior coordination with DES.
 - 3.6.2 It is expected that agencies will self-police for conduct on these Talk Groups. However, they are being transmitted over County licensed channels and therefore, no conduct that is unprofessional or in violation of FCC regulations will be tolerated.

PUBLIC WORKS OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

The desire is to make access to the Radio System available to public works users throughout the County at such a time as it is established the System has adequate capacity to accommodate these users without placing unacceptable strain on the system for its public safety purpose.

In order to prepare for this possible eventuality and to minimize the inconvenience/cost of radio reprogramming, Public Works Operations Talk Groups have been provisioned.

2.0 POLICY

At this time, the Public Works Operations Talk Groups shall not be used except by direction of DES.

3.0 PROCEDURE

3.1 The following Public Works Talk Groups have been provisioned in the Radio System

:Talk Group	Common Language
BrksPW R 1	Berks Public Works Region 1
BrksPW R 2	Berks Public Works Region 2
BrksPW R 3	Berks Public Works Region 3
BrksPW R 4	Berks Public Works Region 4
BrksPW R 5	Berks Public Works Region 5
BrksPW R 6	Berks Public Works Region 6
BrksPW R 7	Berks Public Works Region 7
BrksPW R 8	Berks Public Works Region 8
BrksPW R 9	Berks Public Works Region 9
BrksPW R 10	Berks Public Works Region 10
BrksPW R 11	Berks Public Works Region 11
BrksPW R 12	Berks Public Works Region 12
BksPWIntraOp	Berks Public Works IntraOp

3.2 Encryption

3.2.1 All Public Works Operations Talk Groups are unencrypted.

3.3 Coverage

3.3.1 BrksPW R1 through 4 are broadcast in the North Site only.

3.3.2 BrksPW R5 through 12 are broadcast in the South Site only.

3.3.2.1 BrksPWIntraOp is broadcast in both System Sites.

3.3.3 Availability

3.3.3.1 All public safety radios provisioned on the system have access to all of these Talk Groups.

3.3.3.2 The Public Works Operations TGs are recorded and available on the console system but not monitored by DES.

3.3.4 Usage

3.3.4.1 These Talk Groups are intended for future expansion and shall not be used without explicit direction from DES.

NON-READING AGENCY SPECIFIC OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

In some cases, Operations Talk Groups are designated for use by specific entities outside of the primary municipal/regional law enforcement, fire and EMS System User disciplines.

2.0 POLICY

A number of Talk Groups have been developed for specific agencies to conduct day to day and incident communications.

The use of these Talk Groups need not be coordinated through DES.

Policies and practices with respect to the use of these Talk Groups (to the extent they are needed) shall be developed by the respective agency or user group that the Talk Group has been provisioned to support.

Notwithstanding the above, all use of these Talk Groups (and any third party developed policies regarding their use) must comply with any overarching policies set forth by DES and FCC regulations and those persons developing such policies are encouraged to engage DES management for review prior to issuing such guidance. This self-guidance represents a privilege for these users and DES reserves the right to rescind this privilege any time it is deemed that the agency developed procedures are inadequate or are not effective in accomplishing the intended purpose of the Radio System.

3.0 PROCEDURE

- 3.1 Agency Specific Operations Talk Groups have been provisioned as per the chart below. Talk Group specific attributes are per the chart below.

Owner	Talk Group	Common Language	Site	Encryption	Availability
Coroner	BrksCoroner	Berks Coroner	Both	No	Avail in LEO Radios
CH Sec	BrksCHSec	Berks Courthouse Security	South	No	Avail in LEO Radios
DA	BrksDA	Berks DA	Both	AES	Avail in LEO Radios
	BrksDAOps1	DA Ops 1	Both	AES	Not Avail in PS Radios
	BrksDAOps2	DA Ops 2	Both	AES	Not Avail in PS Radios
DES	Berks DES	Berks DES	Both	No	Avail in All Pub Safety
	BrksDES Ops1	Berks DES Ops 1	Both	No	Avail in All Pub Safety
	BrksDES Ops2	Berks DES Ops 2	Both	No	Avail in All Pub Safety
	BrksDESAdmin	Berks DES Admin	Both	AES	Not Avail in PS Radios
Facilities	BrksMaintC/W	Berks Maintenance Countywide	Both	No	Not Avail in PS Radios
	BrksMaintDT	Berks Maintenance Downtown	South	No	Not Avail in PS Radios

Owner	Talk Group	Common Language	Site	Encryption	Availability
Heim	BrksHeimSec	Berks Heim	Both	No	Not Avail in PS Radios
IFS	Brks IFS	Berks IFS	North	No	Not Avail in PS Radios
Jail	Brks Jail	Berks Jail	Both	No	Avail in LEO Radios
	BrksJail CRC	Berks Jail CRC	Both	No	Not Avail in PS Radios
	BrksJail ERT	Berks Jail ERT	Both	AES	Avail in LEO Radios
	BrksJail Mnt	Berks Jail Maint.	Both	No	Not Avail in PS Radios
	BrksJail Off	Berks Jail Off Site	Both	No	Avail in LEO Radios
	BrksJail Sup	Berks Jail Supervisor	Both	No	Not Avail in PS Radios
Parks	BrksParksRgr	Berks Parks Rangers	Both	AES	Avail in LEO Radios
Prob & Parole	Brks APO	Berks APO	Both	AES	Avail in LEO Radios
	Brks JPO	Berks JPO	Both	AES	Avail in LEO Radios
Red Cross	BrksRedCross	Berks Red Cross	Both	No	Avail in All Pub Safety
Sheriff	BrksCHEmerg	Berks Courthouse Emergency	South	AES	Not Avail in PS Radios
	BrksSherCH	Berks Sheriff Courthouse	South	AES	Not Avail in PS Radios
	BrksSherPtrl	Berks Sheriff Patrol	Both	AES	Avail in LEO Radios
	BrksSherTrl1	Berks Sheriff Trial 1	South	AES	Not Avail in PS Radios
	BrksSherTrl2	Berks Sheriff Trial 2	South	AES	Not Avail in PS Radios
	BrksSherWrN1	Berks Sheriff Warrants North 1	North	AES	Not Avail in PS Radios
	BrksSherWrN2	Berks Sheriff Warrants North 2	North	AES	Not Avail in PS Radios
	BrksSherWrN3	Berks Sheriff Warrants North 3	North	AES	Not Avail in PS Radios
	BrksSherWrS1	Berks Sheriff Warrants South 1	South	AES	Not Avail in PS Radios
	BrksSherWrS2	Berks Sheriff Warrants South 2	South	AES	Not Avail in PS Radios
	BrksSherWrS3	Berks Sheriff Warrants South 3	South	AES	Not Avail in PS Radios

3.2 Use of Non-Reading Agency Specific Talk Groups.

3.2.1 Usage of these Talk Groups is on permission of the "Owner" agency.

3.2.1.1 Notwithstanding the above, all use of these Talk Groups (and any third party developed policies regarding their use) must comply with any overarching policies set forth by DES and FCC regulations.

3.3 Availability

3.3.1 Non-Reading Agency Specific Operations Talk Groups are recorded and avail on the console system but not monitored by DES.

READING AGENCY SPECIFIC OPERATIONS TALK GROUPS

rev. May 1, 2014

1.0 SCOPE

Due to the unique nature of communications in the City of Reading, and the existence of Reading Police Communications as an entity managing certain Reading specific Talk Groups, the specific policies and processes controlling operations these Talk Groups is outside the scope of this document.

2.0 POLICY

A number of Talk Groups have been developed for specific agencies in the City of Reading to conduct day to day and incident communications.

The use of these Talk Groups need not be coordinated through DES. Policies and practices with respect to the use of these Talk Groups (to the extent they are needed) shall be developed by the "owner" agency.

Notwithstanding the above, all use of these Talk Groups (and any third party developed policies regarding their use) must comply with any overarching policies set forth by DES and FCC regulations, and those persons developing such policies are encouraged to engage DES management for review prior to issuing such guidance. DES reserves the right to rescind this privilege at any time it is deemed that the agency developed procedures are inadequate or are not effective in accomplishing the intended purpose of the Radio System.

3.0 PROCEDURE

- 3.1 Reading Agency Specific Operations Talk Groups have been provisioned as per the chart below. Talk Group specific attributes are per the chart below.

Owner	Talk Group	Common Language	Site	Encryption	Availability
Reading Police	Rdg PD Cmd	Reading Police Command	South	AES	***
	Rdg PD Supr	Reading Police Supervisors	South	AES	***
	Rdg PD Disp	Reading Police Dispatch	Both	AES	Avail in LEO Radios
	Rdg PD SCOPE	Reading Police SCOPE	Both	AES	***
	Rdg PD Ops1	Reading Police Ops 1	South	AES	***
	Rdg PD Ops2	Reading Police Ops 2	South	AES	***
	Rdg PD Ops3	Reading Police Ops 3	South	AES	Avail in LEO Radios
	Rdg PD Admin	Reading Police Admin	South	AES	***
	Rdg Vice 1	Reading Police Vice 1	South	AES	***; Not Avail at City PD Consoles
	Rdg Vice 2	Reading Police Vice 2	South	AES	***; Not Avail at City PD Consoles
	Rdg Vice 3	Reading Police Vice 3	South	AES	***
	Rdg PD CI	Reading Police Criminal Investig.	South	AES	***
	Rdg PD Trfc	Reading Police Traffic	South	AES	***
	Rdg PD EOD	Reading Police EOD	South	AES	***
	Rdg Gnrl Gov	Reading General Government	South	No	***; Not Avail at City PD Consoles
	Rdg DID 1	Reading DID 1	South	No	***
	Rdg DID 2	Reading DID 2	South	No	***
	Rdg Codes	Reading Codes	South	No	***
	Rdg Engineer	Reading Engineer	South	No	***
	Rdg Fleet	Reading Fleet	South	No	***
	Rdg Parks	Reading Parks	South	No	***
	Rdg WWTP	Reading Wastewater Trtmnt	South	No	***
	Rdg Sewer	Reading Sewers	South	No	***
	Rdg Streets	Reading Streets	South	No	***
	Rdg Water	Reading Water	South	No	***
	RdgSlidWaste	Reading Solid Waste	South	No	***
	Rdg PW Ops	Reading Public Works Ops	South	No	***
Rdg Rec	Reading Recreation	South	No	***	
Rdg EMERG	Reading Emergency	South	No	Avail in All Pub Safety	
RdgIntraOp	Reading IntraOp	South	No	Avail in LEO Radios	

*** = Avail in City Radios as Determined
By City Agency Leadership; Avail at City
PD Consoles (except Vice 1&2) and
General Government

- 3.2 Use of Reading Agency Specific Talk Groups.
 - 3.2.1 Usage of these Talk Groups is on permission of the “Owner” agency.
 - 3.2.1.1 Notwithstanding the above, all use of these Talk Groups (and any third party developed policies regarding their use) must comply with any overarching policies set forth by DES and FCC regulations.
- 3.3 Availability
 - 3.3.1 Reading Agency Specific Operations Talk Groups are recorded and avail on the console system but not monitored by DES.

TELEPATCH OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

In order to facilitate the ability of System Users to access a landline telephone interface, (2) two Talk Groups have been provisioned.

2.0 POLICY

In the unusual circumstance that a field user needs to be placed in communication with a specific party by telephone and no services/capability exist for the System User to make/receive the call otherwise, at the discretion of the DES Watch Officer a landline call at DES can be Patched to a Telepatch Operations Talk Group. This allows Half-Duplex communication between the System User and the party on the telephone.

This method of communication is System resource intensive and does not provide the degree of privacy afforded by a traditional cellular phone call and as such, shall be used only as a last resort.

3.0 PROCEDURE

- 3.1 The following Telepatch Operations Talk Groups have been provisioned in the Radio System:
 - 3.1.1 TelePatchAES
 - 3.1.1.1 This Talk Group is to be used for Telepatching to System Users who have radios capable of AES encryption (generally law enforcement and selected DES Users).
 - 3.1.2 TelePatchADP
 - 3.1.2.1 This Talk Group is to be used for Telepatching to System Users who have radios capable of ADP encryption (generally Users other than law enforcement and selected DES Users).
- 3.2 Encryption
 - 3.2.1 Telepatch Operations Talk Groups are encrypted either AES or ADP as indicated in their name.
- 3.3 Coverage
 - 3.3.1 Both Telepatch Talk Groups are broadcast in both System Sites.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to one of these Talk Groups.
 - 3.4.2 Telepatch Operations Talk Groups are recorded and available on the console system but not monitored by DES.
- 3.5 Usage
 - 3.5.1 These Operations Talk Groups are to be used solely for their intended purpose as stated above.

COUNTYWIDE INTRAOPERABILITY ADMINISTRATIVE TALK GROUP

rev. April 30, 2014

1.0 SCOPE

Due to the large number of Talk Groups on the system, it was desired to create a single point of calling for all System Users to reach each other in order to prevent a scenario where the calling party was unable to find on what resource the intended message recipient might be affiliated.

2.0 POLICY

A countywide Interoperability Administrative Talk Group has been provisioned. This Talk Group called CWIntraOp (Countywide IntraOp) is intended to be a single location at which any System User can reach any other System User.

As DES has no control over how each System User manages his radio, DES also cannot control the effectiveness of this process. If System Users do not scan this Talk Group in their Subscriber Scan List, then they will not be able to hear potential callers. Likewise, if System Users fail to take the call off to a mutually negotiated Administrative Talk Group after making contact on this Talk Group, it is likely that the large volume of extraneous chatter will result in Users NOT scanning this Talk Group.

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 CWIntraOp is not encrypted.
- 3.2 Coverage
 - 3.2.1 CWIntraOp is broadcast in both System Sites.
- 3.3 Availability
 - 3.3.1 All public safety radios are provisioned with CWPDIntraOp.
 - 3.3.2 CWIntraOp is recorded and available on the console system but not monitored by DES.
- 3.4 Use of CWIntraOp need not be coordinated through DES.
- 3.5 System users are encouraged to scan this Talk Group.
- 3.6 System Users needing to reach other System Users, but uncertain on what Talk Group the party needing to be reached is operating, are encouraged to hail the party on this Talk Group
 - 3.6.1 After negotiating a mutually available alternative Talk Group, the conversation should be moved to that Talk Group.
- 3.7 Use of this Talk Group is not intended to discourage the calling of parties on other System Talk Groups if the caller is reasonably aware of the System location of the intended recipient.

COUNTY EMERGENCY TALK GROUP

rev. April 30, 2014

(NOTE – This policy does not set forth guidance on Radio System Emergency Button Activations in general. This is addressed elsewhere in this document. This policy addresses only the County EMERG Talk Group)

1.0 SCOPE

In establishing how “Emergency Button Activations” (EBA) would be handled in the Radio System, it was necessary to anticipate the possible scenarios a System User might encounter that would cause them to initiate an EBA. In this consideration, it was anticipated that some EBAs would take place on Talk Groups where those most likely to assist the User initiating the EBA would not be affiliated.

A “Revert” Talk Group for these EBAs was necessary.

2.0 POLICY

A County Emergency Talk Group has been provisioned. This Talk Group called County EMERG (County Emergency) is intended to be a single location to which any System User initiating an EBA on a Talk Group that meets three parameters is automatically redirected. Those parameters are:

- 2.1 The Talk Group the System User is on when the EBA is initiated is not configured for Tactical Emergency (said another way, it is a Revert Emergency Talk Group).
- 2.2 The Revert Emergency Talk Group the User is on when the EBA is initiated is not primarily utilized by City of Reading System Users. These Talk Groups Revert to the Talk Group Rdg EMERG (Reading Emergency).
- 2.3 The Revert Talk Group the User is on when the EBA is initiated is not configured to Revert to some other specific Talk Group as set forth in User agency policy (this is generally only applicable for Talk Groups that are Agency Operations Talk Groups)

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 County EMERG is not encrypted.
- 3.2 Coverage
 - 3.2.1 County EMERG is broadcast in both System Sites.
- 3.3 Availability
 - 3.3.1 All public safety radios are provisioned with County EMERG.
- 3.4 County EMERG is recorded and available on the console system and is continuously monitored by DES.
- 3.5 County EMERG shall not be used for any purpose apart from the handling of emergencies that revert to this Talk Group.
- 3.6 System Users shall never affiliate on this Talk Group unless they are directed to this Talk Group in response to an EBA.

READING EMERGENCY TALK GROUP

rev. April 30, 2014

(NOTE – This policy does not set forth guidance on Radio System Emergency Button Activations in general. This is addressed elsewhere in this document. This policy addresses only the Rdg EMERG Talk Group)

1.0 SCOPE

In establishing how “Emergency Button Activations” (EBA) would be handled in the Radio System, it was necessary to anticipate the possible scenarios a System User might encounter that would cause them to initiate an EBA. In this consideration, it was anticipated that some EBAs would take place on Talk Groups where those most likely to assist the User initiating the EBA would not be affiliated.

A “Revert” Talk Group for these EBAs was necessary.

2.0 POLICY

A Reading Emergency Talk Group has been provisioned. This Talk Group called Rdg EMERG (Reading Emergency) is intended to be a single location to which any System User initiating an EBA on a Talk Group that meets three parameters is automatically redirected. Those parameters are:

- 2.1 The Talk Group the System User is on when the EBA is initiated is not configured for Tactical Emergency (said another way, it is a Revert Emergency Talk Group).
- 2.2 The Revert Emergency Talk Group the User is on when the EBA is initiated is primarily utilized by City of Reading System Users. Other (non-Reading) Talk Groups Revert to the Talk Group County EMERG (County Emergency).
- 2.3 The Revert Talk Group the User is on when the EBA is initiated is not configured to Revert to some other specific Talk Group as set forth in User agency policy (this is generally only applicable for Talk Groups that are Agency Operations Talk Groups)

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 Rdg EMERG is not encrypted.
- 3.2 Coverage
 - 3.2.1 Rdg EMERG is broadcast in the South System Site.
- 3.3 Availability
 - 3.3.1 All public safety radios are provisioned with Rdg EMERG.
- 3.4 Rdg EMERG is recorded and available on the console system and is continuously monitored by DES and Reading Police Communications.
- 3.5 Rdg EMERG shall not be used for any purpose apart from the handling of emergencies that revert to this Talk Group.
- 3.6 System Users shall never affiliate on this Talk Group unless they are directed to this Talk Group in response to an EBA.

MESSAGE FORMAT

rev. April 30, 2014

1.0 SCOPE

This procedure sets forth the expectations regarding how dialogue will be initiated on the Radio system to ensure that important transmissions are properly heard.

2.0 POLICY

System Users will be familiar with the processes identified herein, and shall conduct themselves accordingly.

3.0 PROCEDURE

3.1 Message format

3.1.1 System User to DES; 2 Part Messaging

3.1.1.1 2 Part Messaging is when the calling unit initiates a dialogue by transmitting its message without any alerting to the receiving unit that a transmission is going to take place. The receiving unit then acknowledges the receipt of message.

3.1.1.2 2 Part Messaging is permissible when field units are contacting DES for ONLY SIMPLE STATUS CHANGES.

3.1.1.2.1 Any transmission or status change that entails details beyond the status change must be transmitted in 4 parts.

3.1.1.3 When transmitting part 2 of a 2 part message, DES shall fully echo the content of part 1.

3.1.1.3.1 The System User is responsible for assuring the content of part 2 is accurate and reflects the intent of part 1 or the System User shall provide a correction.

3.1.1.4 If a System User transmits part 1 and does not receive a response, they shall not repeat part 1. Instead, they shall revert to four part messaging.

3.1.1.5 A sample of an appropriate 2 part message exchange is:
System User: "Berks, Engine 1 responding 123 Main Street"
DES: "Copy, Engine 1 responding 123 Main St."

3.1.2 System User to DES; 4 Part Messaging

3.1.2.1 4 Part Messaging is when the calling unit initiates a dialogue by transmitting a notification to the receiving unit that a dialogue is desired. The receiving unit acknowledges the request for the dialogue. The dialogue commences. The receiving unit then acknowledges the receipt of message.

3.1.2.2 4 Part Messaging shall be utilized when:

3.1.2.2.1 The transmission will include ANY information apart from a simple status change.

3.1.2.2.2 A previous effort at initiating a dialogue using 2 part messaging has failed.

3.1.2.3 When transmitting part 4 of a 4 part message, DES shall fully echo the content of part 3.

3.1.2.4 A sample of an appropriate 4 part message exchange resulting from a failed 2 part message exchange is:
System User: "Berks, Engine 1 responding 123 Main Street"
DES: *No response*

- System User: "Berks, Engine 1"
DES: "Engine 1"
System User: "Berks, Engine 1 responding 123 Main Street"
DES: "Copy, Engine 1 responding 123 Main St."
- 3.1.3 DES to System User; 4 Part Messaging
- 3.1.3.1 When DES initiates a dialogue with a System User it Shall only be through 4 Part Messaging.
- 3.1.3.2 When transmitting part 4 of a 4 part message, the System User shall fully echo the content of part 3.
- 3.1.3.3 A sample of an appropriate 4 part message exchange is:
DES: "Engine 1, Berks"
System User: "Engine 1"
DES: "Engine 1, the caller now advises everyone is out of the structure."
System User: "Engine 1 copies, all persons are now out of the structure."
- 3.1.4 EMS System User to Eastern PA MedComm and Hospitals
- 3.1.4.1 When an EMS System User initiates a dialogue with Eastern PA MedComm or a local hospital for the purpose of medical command or reporting, it shall only be through 4 Part Messaging.
- 3.1.4.2 Users initiating a dialogue shall always announce their Talk Group.
- 3.1.4.3 Echoing is recommended.
- 3.1.4.4 A sample of an appropriate 4 part message exchange between and EMS System User and a Hospital is:
System User: "Reading Hospital, Medic 1 on BLSPatch1"
Reading Hospital: "Medic 1"
EMS System User: "Reading, Medic 1 is 10 minutes out with a 20 y/o male with an ingrown toenail. No further details available. We recommend triage."
Reading Hospital: "Copy, Medic 1, you'll be taking an ingrown toenail to Triage."
- 3.1.5 System User to System User
- 3.1.5.1 System User to System User messaging format is at the discretion of the involved Users.
- 3.1.5.1.1 Users initiating communications on a Talk Group that may not be immediately known to the recipient should announce their Talk Group as part of the hail.
- 3.1.5.1.2 As units in the field are frequently engaged in activities that distract them from their radios, 4 part messaging is encouraged.
- 3.1.5.1.3 As units in the field are frequently engaged in activities that are noisy, or can otherwise prevent them from fully comprehending transmissions, echoing of message content is highly encouraged.
- 3.1.5.2 A sample of an appropriate 4 part message exchange between System Users is:
Engine 1: "Engine 2, Engine 1 on Fire Ops 1"
Engine 2: "Engine 2"
Engine 1: "Engine 2, boost the pressure 25 psi."
Engine 2: "Engine 2 copies, additional 25 psi."

IMPORTANT INCIDENT INFORMATION

rev. April 30, 2014

1.0 SCOPE

This procedure sets forth the expectations with respect to what information is important for conveyance to and by DES during on-going incident operations.

2.0 POLICY

System Users will be familiar with the processes identified herein, and shall conduct themselves accordingly.

When so indicated below, certain information is considered required and shall be provided in all cases.

3.0 PROCEDURE

3.1 Information from DES

3.1.1 Dispatch Additional (Required)

3.1.1.1 Information garnered from callers to 9-1-1 that is not a part of the actual dispatch shall be conveyed to certain responders as a part of the acknowledgement of their "responding" transmission.

3.1.1.1.1 This information shall be provided to all EMS units

3.1.1.1.2 This information shall be provided to the first responding fire apparatus AND the first responding officer.

3.1.1.1.3 It shall be permissible for DES to inquire whether previously transmitted additional was heard before repeating it.

3.1.1.1.4 Any unit MAY request the additional when they believe it is in the best interest of incident management.

3.1.2 Additional After Dispatch (More Additional) (Required When Available)

3.1.2.1 In some cases, "more additional" may be received from callers or other discipline responders after the Dispatch Additional is provided and before units arrive on location.

3.1.2.1.1 This information shall be provided to any unit that received Dispatch Additional.

3.1.2.1.2 Any unit MAY request the additional when they believe it is in the best interest of responder safety or the resolution of the incident to do so.

3.2 Information from the Field

3.2.1 Command (Required)

3.2.1.1 Passing, establishing, transferring, terminating of command.

3.2.2 Incident Stabilization

3.2.2.1 Victims extricated, fire under control, etc.

3.2.3 Incident Escalation (Required)

3.2.3.1 Request for additional alarms, working fire declarations, collapses or other "new" hazardous conditions discovered, additional victims/MCI, etc.,

3.2.4 Status Keeping for Non-System Responders

3.2.4.1 Arrival, departure, etc. of assisting agencies like utilities, tow companies, etc.

3.2.5 Road Closures (Required)

3.2.5.1 Partial or Complete Closure of any State Roadway, or any Roadway Anticipated to Have Significant Community Impact when the closure is expected to last more than one hour.

3.2.6 Other "PEIRSable" Incidents (Required)

3.2.6.1 See Appendix C for a summary of incidents reportable under the Commonwealth PEIRS reporting directive. The full document is available from PEMA at www.state.pa.gov.

BERKS COUNTY EMERGENCY RESPONSE TEAM (BCERT) CALLS

rev. April 30, 2014

1.0 SCOPE

This policy addresses the handling of assignments in support of BCERT operations. Due to the high risk nature of these assignments and the ability of the public to monitor the radio operations of fire and EMS units, it is critical to the safety of BCERT personnel that such personnel operating on such details maintain radio security in advance of the actual presentation of BCERT on the incident scene.

2.0 POLICY

In order to ensure the greatest level of operational security during BCERT activations, the policy of DES shall be to not provide details relating to a call for service being in support of BCERT over unencrypted Talk Groups.

Additionally, fire/EMS System Users shall avoid any reference to the BCERT operation in their communications related to assembling for, or responding to, the incident.

3.0 PROCEDURE

- 3.1 BCERT administers their own text-paging which may result in pre-recorded messages being received by DES.
 - 3.1.1 All such messages and requests for BCERT-related incidents shall be immediately directed to the on-duty WO.
- 3.2 Following an activation where fire or EMS support is needed, an OIC from BCERT shall contact the WO to make the request.
- 3.3 Such requests will be handled as follows:
 - 3.3.1 CAD Detail and Text Paging
 - 3.3.1.1 If the BCERT call for service (CFS) has not yet been generated, the WO will generate a new CFS using the "BCERT" call-type. If the BCERT CFS has already been generated, the WO will check the Agency Group "FIRE" to generate a fire/EMS response for this pre-existing detail.
 - 3.3.1.1.1 The BCERT OIC's contact information (telephone number) will be included in the "caller's information" fields.
 - 3.3.1.1.2 The incident location used in the detail shall be the primary fire company's station address (1st due station).
 - 3.3.1.1.3 The 'nature of call' field will remain vacant (All information will be included in the 'Narrative' section of the CFS).
 - 3.3.2 Radio Dispatching
 - 3.3.2.1 Alert tones shall be transmitted for the fire and EMS agencies that are due to respond to the incident.
 - 3.3.2.2 A voice announcement as follows shall be broadcast: "Companies X, Y, and Z, you have an immediate work detail at your station; Company X, Y, and Z OIC's call radio by phone for further information, (time)". (Where X, Y, and Z are the agencies due to respond).
 - 3.3.3 When the OIC's of the fire and EMS agencies contact the Communications Center by phone:
 - 3.3.3.1 Their identifier will be placed on the CFS.\
 - 3.3.3.2 They will be advised that there is a "BCERT" incident underway.

- 3.3.3.3 Any other details/instruction provided by the requesting BCERT will be conveyed.
- 3.3.3.4 If the OIC of the fire/EMS agency is requesting information unavailable to DES, the TC will provide them with the BCERT OIC's phone number so direct contact can be established between BCERT and the OIC's of the assigned fire/EMS agencies.
- 3.3.4 Fire and EMS units shall not acknowledge the response, or transmit any other information related to the nature of the "work detail" over the radio.
 - 3.3.4.1 If the fire and/or EMS units are requested to report to the scene due to some unforeseen circumstance, they will receive notice from BCERT directly or from DES.
- 3.3.5 After BCERT has presented on the incident scene, and fire/fire police/EMS are requested to respond to provide service, radio communications may proceed as per normal procedure.

SCANNING

rev. May 2, 2014

1.0 SCOPE

This policy addresses the use of scanning functionality in Subscriber Radios. It is not intended to “teach” the actual process of scanning or editing scan lists as this differs among Subscriber Radio models and is addressed in training.

2.0 POLICY

It is the policy of Berks DES to ensure that System Users are as educated as possible about the operational experience impacts of System User level decisions that are able to be made about management of Subscriber Radio features.

Likewise, it is the obligation of System Users to understand these impacts and make choices that are in the best interest of their own needs, and also of the System as a whole.

3.0 PROCEDURE

There is no procedure for this policy. The below is a description of the functionality.

Scanning is a powerful tool that allows System Users to set their radio to “hear” communications that are being transmitted on Talk Groups and Channels that the User’s Subscriber Radio is not affiliated to (selected on).

Every system radio, regardless of model, has three separate Scan Lists available within it. What Scan List the radio “looks at” is based on what Talk Group or Channel the radio is selected on at any given time. Likewise, when a user edits (adds/deletes from) a Scan List, the Scan List being edited is ONLY the specific Scan List affiliated with that Talk Group or Channel.

The Scan Lists available in Subscriber Radios are:

1. Trunked Scan List – This Scan List is in use when the Subscriber Radio is affiliated to any Trunked Radio System Talk Group EXCEPT as in # 2 below.
2. Disaster Scan List – This Scan List is in use when the Subscriber Radio is affiliated to any Disaster Talk Group (located in the Berks Disaster zone of the radio).
3. Conventional Scan List – This Scan List is in use when the Subscriber Radio is affiliated to any Conventional Channel. This includes VHF/UHF Channels in dual band radios, low power 700 MHZ, Tactical Channels, and 700 and 800 MHz Interoperability Channels.

A maximum of (14) fourteen Non-Priority Scan List Members may be edited in the Trunked and Disaster Scan Lists. In addition to these (14) fourteen Non-Priority Members, there are (2) two Priority members. These Priority Scan List members are configured as follows:

1. Trunked Scan List
 - a. Priority 1
 - i. All Radio Except City Fire Radios – Selected Channel
 - ii. City Fire Radios – User Editable
 - b. Priority 2
 - i. All Radio Except City Fire Radios – User Editable
 - ii. City Fire Radios – Selected Channel

2. Disaster Scan List
 - a. Priority 1 – User editable in all radios
 - b. Priority 2 – User editable in all radios
3. Conventional Scan List
 - a. Priority 1 – Selected Channel in all radios
 - b. Priority 2 – User editable in all radios

The only exception to the above is that radios assigned to the Berks County Sheriff Department, when operating in the Sheriff Courthouse zone, have a unique configuration that will be addressed with those users specifically.

The difference between Priority and Non-Priority Members is simply that the radio will show deference to or prioritize communications on the Priority Members over the Non-Priority Members.

Conventional Channels cannot be placed in either of the Trunked System Scan Lists, and Trunked System Talk Groups cannot be placed in the Conventional Scan List. The radio must be operating in either a trunked use or a conventional use, not across uses. Users needing to monitor both conventional and trunked talkpaths should use a second radio.

Mobile radios have a specific functionality that differs from portable radios. This functionality is with respect to a feature called “Scan On/Off Hub.” Simply, if the radio is in configured to be “Scan On,” and the operator removes the microphone from the clip (hub), will the radio continue to scan or stop scanning. Regardless of whether the radio continues to scan or stops scanning, when the operator pushes the PTT button, they are transmitting on the Channel or Talk Group to which the radio is actually affiliated.

Scan On/Off Hub configuration was established through coordination with discipline user groups and is as follows:

1. Radios Will Continue to Scan When Off Hub
 - a. County Fire
 - b. County Law Enforcement
2. Radios Will NOT Continue to Scan When Off Hub
 - a. All City Disciplines
 - b. County EMS

Scanning is NEVER a guarantee that traffic will not be missed. It MAY result in missing important traffic or a part of important traffic while less desired traffic is being heard. This is the trade-off that comes with scanning. Minimizing the total number of Scan List Members to only those absolutely necessary to be monitored reduces, BUT DOES NOT ELIMINATE, the possibility of missing important traffic.

DIGITAL VEHICULAR REPEATER OPERATION

rev. August 15, 2014

1.0 SCOPE

This policy addresses the use Digital Vehicular Repeater Systems (DVRS). DVRSs are a special kind of radio repeater that accepts an input from portable radios on certain channels and then retransmits that input over a connected mobile radio set to a specific System Talk Group. In the reverse, a signal received on the Talk Group the mobile radio is set to is then relayed through the DVRS and out over the conventional Channel to portable radios in range of the DVRS.

The two reasons for using a DVRS are:

1. Allowing responders to utilize portable radios in areas of the County where there is mobile level System coverage but not portable level System coverage. While they definitely exist, the areas where portables will not work but mobiles will work are very small.
2. Allowing a portable radio User inside a structure where System coverage is not possible (due to System coverage and building density) to operate on the System by relaying through a DVRS in a vehicle parked outside of the building. This method of operation requires that the building not be so radio opaque that the portable radio is not even able to reach the vehicle outside or vice versa. This can only be established by pre-planning.

2.0 POLICY

While coverage of the Radio System is anticipated to be adequate throughout Berks County, no communications platform can possibly provide system coverage everywhere, and in all buildings. A small number of agencies, in anticipation of a desire for enhanced coverage in locations where they may deem System coverage to be insufficient, have purchased DVRSs.

Because any System User may be providing mutual aid to (or receiving mutual aid from) a DVRS equipped agency, all System Users, regardless of whether their primary agency owns a DVRS, shall be familiar with DVRS operations from the perspective of the portable radio operating through the DVRS. In preparation for this, every public safety Subscriber Radio is programmed with three DVRS input/output pairs. These are conventional channels and are in the portable radios as follows:

ZONE – 800 Mob Rptr	
Channel Name	Portable Rx(CSQ)/Tx(PL156.7)
8MOBRPTR1	853.0750/808.0750
8MOBRPTR2	853.3250/808.3250
8MOBRPTR3	854.2625/809.2625

Additionally, and obviously, personnel from agencies that have purchased DVRSs shall also be aware of the method of operating the actual DVRS unit.

On the direction of the Incident Commander at an incident where a DVRS capable unit is operating, responders (some or all) may be directed to set their portable Subscriber Radios to operate through the DVRS. This will generally be in the interest of responder safety and such direction shall be followed promptly.

Note that this mode of operation is conventional just like a change to a Tactical Channel and therefore, in this mode of operation, Trunked System Talk Groups will not be scanned by a portable on one of these channels.

3.0 PROCEDURE

3.1 General

3.1.1 Incident Commanders desiring to utilize a DVRS input channel shall request same from the Radio Operator responsible for managing communications for the incident.

3.1.2 On assignment of a channel, it shall be the responsibility of the Incident Commander to make known to the appropriate responders on scene that they should switch their portable radios to the DVRS input channel so assigned.

3.1.3 Before relying on the DVRS link for any critical or life safety risk communications, it is recommended that the link be tested.

3.1.4 Encryption and DVRS Use

3.1.4.1 It is crucial to understand that, while the rebroadcast can be onto an encrypted Talk Group that is programmed into the DVRS coupled mobile radio, the portion of the link between the DVRS and the portable radio is a clear transmission, and therefore can be intercepted by scanners or other unintended listeners.

3.1.4.2 In the same vein, any encrypted transmission made across the encrypted Talk Group is rebroadcast in a clear mode through the DVRS unit.

3.1.4.3 Incident Commanders electing to deploy a DVRS in conjunction with an encrypted Talk Group should do so with the full understanding that this action effectively makes the Talk Group unencrypted and shall make certain that all System Users operating on a scene are reminded of this.

3.2 Portable Radio

3.2.1 System Users directed to use DVRS operations shall immediately switch their portable radios to the assigned input channel.

3.2.2 The portable radio is then used in the same way it would normally be used.

3.2.2.1 Because the radio is actually on an analog conventional channel, it is important to understand that the radio will lack some non-critical functionality like receipt of messaging, Trunked ID transmission, radio inhibit, and the ability to scan trunked talk groups.

3.2.2.2 Emergency Alert and Call are enabled, but the radio will pass its ASTRO ID not its Trunked ID.

3.2.2.2.1 For agencies within Berks County, the ASTRO ID and the Trunked ID of the radio are programmed to be the same.

3.2.2.2.2 Due to programming limitations, the ASTRO ID of radios assigned to agencies not within Berks County differs from their Trunked ID.

3.2.2.2.3 System Users on a common DVRS input channel will receive the Emergency as an ASTRO Emergency activation directly on the analog channel.

3.2.2.2.4 System Users on the Trunked Talk Group that is in use with a DVRS will see the Emergency as appearing on the Trunked Talk Group (even though the actual Emergency Alert/Call is taking place on the analog conventional channel) in the same

way that an Emergency Alert/Call will appear if it were activated by a radio on the actual Talk Group.

- 3.2.2.3 As long as the portable radio is able to communicate with the DVRS, and transmission from the portable radio will be recorded by DES by virtue of the fact that the transmission is rebroadcast by the mobile radio coupled to the DVRS on a Trunked Talk Group.

3.3 Mobile Radio

- 3.3.1 Upon direction from the Incident Commander to begin DVRS operations, the operator of an apparatus equipped with a DVRS shall set the mobile radio coupled to the DVRS to the appropriate Trunked Talk Group that is desired to be rebroadcast.
 - 3.3.1.1 The radio shall not be changed to another Talk Group while DVRS operations are underway.
 - 3.3.1.2 The mobile radio shall then be placed in DVRS activated mode as per the instructions for the unit.
- 3.3.2 It is critical that more than one DVRS on an incident scene not be activated simultaneously (on the same channel).
 - 3.3.2.1 The DVRS units deployed on the Berks system have a “safety” feature that sends a deactivate signal to any DVRSs that arrive on location after the first unit on a scene is turned on. However, it is not suggested that this feature be a substitute for proper management of the units.

BUSY PROCESS

rev. May 1, 2014

1.0 SCOPE

This policy addresses the accessing of the Trunked System during periods of high usage when “busies” may be encountered.

2.0 POLICY

All System Users shall be aware of the method by which a Subscriber Radio will alert the User to a condition where no talk path is available for desired transmission and shall react appropriately to ensure their message is transmitted as promptly as practical given technical limitations.

Notification of this condition is by way of an audible tone after a PTT is initiated. System Users shall be aware of, and be able to differentiate this tone from other System tones with different meanings.

System busies are not expected to be a frequent occurrence due to the talk path capacity available in the system. However, the system design was based on some assumptions about total number of users, total number of PTTs during busy periods and the length of transmissions.

3.0 PROCEDURE

- 3.1 A System User initiating a transmission will, following their PTT, experience one of two possible system tones.
 - 3.1.1 A Talk Permit Tone indicates that the repeater path is open, a talk path is available and the User may begin his transmission.
 - 3.1.2 An Out Of Range Tone indicates that the radio is unable to find a path to a Trunked System repeater.
 - 3.1.2.1 The User is unable to communicate and should move to another location or seek an alternative mechanism to communicate.
 - 3.1.3 A System Busy Tone indicates that, while the radio is within range of the System, no talk path is available at that time. The User is then placed “in queue.”
 - 3.1.3.1 Upon receiving a System Busy Tone, the System User MUST NOT continue to press the PTT button of his radio.
 - 3.1.3.1.1 Certain authorization priorities have been created in the system and channel grants are assigned based on:
 - 3.1.3.1.1.1 First – The priority combination of the Talk Group and the User.
 - 3.1.3.1.1.2 Second – The order of entry into queue.
 - 3.1.3.1.2 Continuing to press the PTT does not get the User access faster. In fact, it resets the order of entry into the queue (effectively making the User “start over”).
 - 3.1.4 When a talk path becomes available, a Talk Permit Tone is received and the User should immediately push the PTT button and send his transmission.
 - 3.1.4.1 In a System normal state (lacking some considerable equipment failures/malfunctions), the normal time in queue should be under 2 seconds.

TALK TIMER

rev. May 2, 2014

1.0 SCOPE

This policy addresses the System Time Out or Talk Timer.

2.0 POLICY

All System Users shall be aware of the presence of a Time Out Timer or Talk Timer on the Trunked System. This timer is intended to accomplish two things:

1. Ensure that a radio that malfunctions or creates an open microphone condition due to human error cannot compromise the System or even the Talk Group it is affiliated to for a period of time greater than the Timer setting.
2. Encourage System User to transmit succinct messages that do not encumber System resources unreasonably.

In order to accomplish these goals, the System will deny the ability of a user to transmit a message longer than (60) sixty continuous seconds. System Users shall follow the guidelines defined under separate policies on system use and professionalism to minimize the length of messages. System Users who have a legitimate need to transmit a message of greater length shall utilize the procedure defined below.

3.0 PROCEDURE

- 3.1 A System User initiating a transmission from a Subscriber Radio will have a period of (56) fifty-six seconds to complete his transmission and release the PTT button without System response.
- 3.2 (56) Fifty-six seconds after beginning a transmission the User will receive a notification tone from the System indicating to the user that the Time Out Timer will be expiring in (4) four seconds.
 - 3.2.1 This tone is audible to the User but will not interrupt the Users transmission.
 - 3.2.1.1 If the user is able to complete the transmission within the (4) four second window, no special action needs to be taken.
- 3.3 If the User is unable to complete the transmission in (4) four seconds, he shall immediately say "Stand-by for Additional," unkey the radio, and immediately PTT again to continue the transmission.
 - 3.3.1 Other System Users on the Talk Group should recognize the use of "Stand-by for Additional" to mean that further traffic is intended and shall not attempt to access the talk path until the original User is able to complete his transmission in full.
- 3.4 If the User fails to unkey within (4) four seconds, a continuous tone will be heard and the transmission will be stopped by the System.

DES Internal Information - None

EMERGENCY BUTTON ACTIVATIONS – TRUNKED TALK GROUPS

rev. June 1, 2014

1.0 SCOPE

This policy provides direction to initiate properly respond to the initiation of an Emergency Button Activation (EBA) by a System User when the User is affiliated to a Trunked Talk Group.

2.0 POLICY

EBAs shall only be initiated by a System User that is in a situation that would be defined as unanticipated and immediate threat to THE SYSTEM USER'S personal safety.

EBAs shall not be initiated in order to:

- 2.1 Notify others of an escalation of an incident that does not represent an immediate threat to the System User's personal safety (eg. a verbal altercation between two individuals becomes physical but is between the individuals and does not involve the System User).
- 2.2 Notify others of possible hazardous conditions.
- 2.3 Advise others that the System User is intentionally entering a hazardous situation.
- 2.4 Notify DES of an emergency requiring an initial dispatch or call to service.

It is understood that, despite the best efforts of all System Users, accidental EBAs are inevitable. System Users must follow the procedures dictated below to ensure these disruptive but inevitable activations are handled as efficiently and safely as possible.

3.0 PROCEDURE

3.1 General

3.1.1 All portable and mobile radios are equipped with an emergency button.

3.1.1.1 This button is orange in color and located:

3.1.1.1.1 On the top of the radio for portable radios.

3.1.1.1.1.1 Portable radios may be equipped with a remote speaker microphone that will also have an orange button that serves the same function.

3.1.1.1.2 On the faceplate of the radio for mobile radios.

3.1.2 This button is activated by depressing and holding the button for a period of (1/2) one-half second.

3.1.3 The emergency button should only be activated when the System User is experiencing an immediate threat to his personal safety.

3.1.4 When an emergency button is activated by a System User on a Trunked Talk Group, the following will occur on the Radio System:

3.1.4.1 DES Radio Operators will receive an audible and visual notification of an emergency on their radio console.

3.1.4.1.1 The display includes the Talk Group on which the emergency was declared.

3.1.4.2 System Users whose radios are on the Talk Group where an emergency is declared will receive an audible and visual notification of the emergency.

3.1.4.2.1 The visual display will include:

3.1.4.2.1.1 The word "EMERGENCY"

3.1.4.2.1.2 An orange bar or orange backlighting.

- 3.1.4.2.1.3 The Trunked ID of the radio declaring the emergency or, if the radio declaring the emergency has been manually entered into the receiving radios contact list, the unique contact list entry for the radio will be visible.
 - 3.1.4.2.2 If a user's radio is not monitoring the Talk Group where the emergency was initiated, they will get no indication.
 - 3.1.4.2.3 If a user's radio is not monitoring the Talk Group where the emergency was initiated, but the user then changes to that Talk Group, they will still not receive the emergency. However, if the radio that declared the emergency then PTTs, that radio will then receive the emergency notification .
 - 3.1.5 The Talk Group in which the emergency will be transmitted is dependent on the Talk Group on which the radio was selected when the button was pressed. Refer to Appendix E, Column "Emergency Handling."
 - 3.1.5.1 On Talk Groups with "Tactical" emergency, the emergency is transmitted over the Talk Group that the radio was affiliated to when the Emergency was initiated.
 - 3.1.5.2 On the non-tactical Talk Groups (indicated where there is an entry other than "Tactical" in the Emergency Handling column) the radios is automatically redirected to another Talk Group and the emergency is transmitted over that Talk Group.
 - 3.1.5.2.1 The decision to make the emergency handling on specific Talk Groups non-tactical (also called revert emergency), was made based on the assumed likelihood that an individual in distress would be unlikely to have someone(s) able to assist them on these Talk Groups.
- 3.2 Initial Activation – Emergency Alert
 - 3.2.1 Upon pressing the emergency button as described above, the radio transmits the Emergency to the System.
 - 3.2.1.1 At this point the radio can be thought of as being in an emergency mode.
- 3.3 On-going Activations – Emergency Call
 - 3.3.1 Once the Emergency Alert is sent, until the radio emergency is reset by the System User, every PTT from the radio will "reinitiate" the emergency.
 - 3.3.1.1 If the System User sends an Emergency Alert and changes to another Talk Group and PTTs, it will send an emergency on that Talk Group.
- 3.4 Emergency Resets
 - 3.4.1 To remove a radio from an emergency condition and stop future PTTs from creating Emergency Calls, the User must perform a long button press (approx. 1.5 sec.) on the emergency button. **EMERGENCIES CANNOT BE RESET BY DES.**
- 3.5 Communications Center Response to Emergency Activations – Public Safety Users
 - 3.5.1 Emergency Alerts shall only be acknowledged on the console system by the Radio Operator that will be handling the transaction.
 - 3.5.2 Activations From Units Where Follow-Up Contact Is Made (Verified Activation)
 - 3.5.2.1 Immediately upon receiving an Emergency Activation, the designated Radio Operator (DES or City Police Communications) shall contact the unit and attempt to verify the activation by transmitting the call sign of the unit, the phase "Echo, Bravo Alpha" (emergency button activation), and "location."

Eg. ***“26-1, Berks Echo-Bravo-Alpha, location?”***

There shall be only one of two responses acceptable to this inquiry.

- 3.5.2.1.1 A unit that performed an accidental activation shall immediately respond with “Accidental” and no further information or details.

Eg. ***“Berks, 26-1 Accidental.”***

- 3.5.2.1.1.1 AFTER completing the above transaction, the unit shall then immediately reset their emergency button.
3.5.2.1.1.1.1 Any response other than “Accidental” (including a response that includes additional details)

Eg. ***“Berks, 26-1 Accidental, everything is OK here, sorry.”***

shall be considered to be a unit under duress (a Duress EBA), and law enforcement resources shall be mobilized if the location of the unit is known. If the location is not known, the Communications Center (DES or RPD Dispatch) shall reply as though it is understood that everything is OK and inquire as to location.

Eg. ***“26-1 Berks, copy accidental activation, everything is OK, your location for the logbook.”***

- 3.5.2.1.1.1.2 Coordination of units responding to a Duress EBA must not be completed on the Talk Group where the EBA is completed to avoid making the attacker aware of the coded response. For this same reason, it is crucial that the unit under duress deactivate scan functionality.
- 3.5.2.1.2 A unit that performed an intentional activation shall, to the extent possible, immediately respond with appropriate details to permit appropriate resources to be sent to assist them.
- 3.5.2.1.2.1 Verified Intentional EBA From A Unit on Location With Other Units Capable of Offering Assistance
- 3.5.2.1.2.1.1 When the nature of the emergency is such that it is believed that it can be resolved by other units on location (law enforcement issue with other LE units on location, Mayday situation on a fire scene, etc.), DES shall ensure that the Incident Commander received the EBA and is aware of the situation.
- 3.5.2.1.2.2 Verified Intentional EBA From A Unit on Location Without Other Units Capable of Offering Assistance
- 3.5.2.1.2.2.1 When the nature of the emergency is such that it is believed that it cannot be resolved by other units

on location (Fire/EMS being assaulted, LEO alone and being assaulted, etc.), DES shall ensure that the Incident Commander received the EBA and is aware of the situation (where appropriate) and shall simultaneously mobilize additional resources appropriate to the emergency (generally this will be law enforcement resources)..

3.5.3 Activations From Units Where Follow-Up Contact Is Not Made (Unverified Activation)

3.5.3.1 Units On Scene Without Other Units

3.5.3.1.1 If DES attempts to make radio contact with a System User after receiving an EBA and the unit does not respond, a second attempt at contact will be made. After a second attempt is made, if no contact is established, the situation is handled as a failed second security check (see Incident Timers and Security Check policy).

3.5.3.1.1.1 Specific actions will be determined by the ability to ascertain where the unit having made the EBA is located.

3.5.3.2 Units On Scene With Other Units

3.5.3.2.1 If DES attempts to make radio contact with a System User after receiving an EBA, and the unit does not respond, a second attempt at contact will be made. After a second attempt is made, if no contact is established, DES shall ensure that the Incident Commander received the EBA and is aware of the Unverified EBA.

3.5.3.2.2 Support shall be provided as requested by the Incident Commander.

3.6 Exceptions to Handling Procedures Above

3.6.1 Unverified EBAs – Non-Reading, Non-Public Safety Users

3.6.1.1 There are a significant number of System User that are not traditional public safety agencies and operate on a limited number of System Talk Groups (County Maint., IFS, Security, etc.).

3.6.1.1.1 The ability to respond/coordinate a response to EBAs from these Users that are unable to be verified is highly limited due to a lack of awareness about any specific unit's location or assigned work.

3.6.1.1.1.1 These agencies must maintain on file with DES, a telephone contact list for supervisory personnel who have awareness of their personnel's status.

3.6.1.1.1.1.1 DES will make every effort to support these activations by dispatching law enforcement if a location is known, and by trying to reach other System Users through the System or by telephone.

3.6.2 Jail Emergencies

3.6.2.1 EBAs on the following Talk Groups will be handled by control personnel at the Jail without involvement of DES:

Brks Jail
BrksJail Mnt
BrksJail Sup

BrksJail ERT

BrksJail CRC

3.6.3 IFS Emergencies

3.6.3.1 EBAs on the Brks IFS Talk Group will be handled by control personnel at IFS without involvement of DES

3.6.4 Emergencies on Conventional Channels

3.6.4.1 EBAs are possible on Conventional Channels using the radio's MDC or ASTRO Digital signaling as appropriate for the channel. However, because these channels are essentially off the System, they are not received in the Communications Centers.

3.6.4.2 These activations must be handled exclusively by the Incident Commander.

SECTION 4

LAW ENFORCEMENT OPERATIONS

LAW ENFORCEMENT DISPATCH/HAILING TALK GROUPS

rev. June 3, 2014

1.0 SCOPE

Day to day law enforcement operations in Berks County will take place on two law enforcement dispatch/hailing Talk Groups.

2.0 POLICY

Law enforcement System Users will monitor the traffic on the two primary law enforcement Talk Groups. These Talk Groups are BrksPDDispA (Police Dispatch Alpha) and BrksPDDispB (Police Dispatch Bravo). These Talk Groups represent the primary methods of communication between DES and police System Users.

Municipal/regional law enforcement organization System Users (LEOs hereafter) have been divided between these two channels in an effort to balance radio traffic.

Assignments are as follows (map attached as Appendix B):

BrksPDDispA Agencies	
3	Blue Marsh Rangers
6	Berks County Park Rangers
15	Penn State Univ PD
16	Kutztown University PD
38	West Reading Borough PD
39	Wyomissing Borough PD
43	Spring Twp PD
44	Sinking Spring Borough PD
45	South Heidelberg Twp PD
46	Western Berks Regional PD
48	Heidelberg Twp PD
49	Womelsdorf Borough PD
53	Lower Heidelberg Twp PD
54	Bern Twp PD
57	Bernville Borough PD
61	Tilden Twp PD
64	Bethel Twp PD
65	Tulpehocken Twp PD
66	Muhlenberg Twp PD
67	Laureldale Borough PD
72	Northern Berks Regional PD
76	Hamburg Borough PD
81	Kutztown Borough PD
83	Fleetwood Borough PD

BrksPDDispB Agencies	
4	French Creek Rangers
8	Adult Probation
9	Coroner
10	Juvenile Probation
17	Sheriff
18	District Attorney
19	Fish and Boat
20	Game Commission
23	Central Berks Regional PD
25	Exeter Twp PD
26	Amity Twp PD
27	Douglass Twp PD
29	Birdsboro PD
31	Robeson Twp PD
32	Caernarvon Twp PD
33	Brecknock Twp PD
34	Cumru Twp PD
35	Mohnton Borough PD
36	Shillington Borough PD
92	Oley Twp PD
94	Boyertown Borough PD
95	Colebrookdale District PD
98	Bally Borough PD

3.0 PROCEDURE

3.1 Encryption

3.1.1 Both BrksPDDispA and BrksPDDispB are AES encrypted.

- 3.2 Coverage
 - 3.2.1 Both BrksPDDispA and BrksPDDispB are broadcast on both South and North Sites.
- 3.3 Availability
 - 3.3.1 All LEO radios are provisioned with both Both BrksPDDispA and BrksPDDispB.
 - 3.3.2 LEO Hailing TGs are recorded and continuously monitored by Berks DES.
- 3.4 LEOs will conduct all primary operations of BrksPDDispA or B as assigned.
 - 3.4.1 Units are free to switch between channels as necessary to facilitate communication with mutual aid jurisdictions.
 - 3.4.1.1 A LEO unit being dispatched to assist another LEO unit on the other hailing channel will be directed to that channel by DES.
 - 3.4.1.2 Ongoing incident operations that are “moving” will remain on the Hailing Talk Group they started on, unless a change is specifically requested by the Incident Commander or on direction of DES (eg. a pursuit that moves from Spring into Brecknock).
 - 3.4.1.2.1 Generally such a change, if requested/directed, will be to an Operations Talk Group instead of to the other Hailing Talk Group.

LAW ENFORCEMENT OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Capacity exists in the Radio System to allow special functions, events or incident specific traffic to be moved off of the primary Hailing Talk Groups and onto Operations Talk Groups.

2.0 POLICY

A number of Talk Groups have been developed specifically for law enforcement agencies to conduct incident communications. These operations could be a significant event to which the agencies were dispatched or some type of scheduled special event or detail.

3.0 PROCEDURE

- 3.1 Use of Operations Talk Groups shall be coordinated through DES.
 - 3.1.1 On the direction of the coordinating Radio Operator, or on approval of the coordinating Radio Operator when the Incident Commander requests such a change, communications for an incident may be moved from the Hailing Talk Group to an Operations Talk Group
 - 3.1.1.1 Subsequent units dispatched to the incident shall be directed to the designated Operations Talk Group.
 - 3.1.1.2 Errant communications related to the incident shall be redirected by DES to the correct Operations Talk Group.
- 3.2 Encryption
 - 3.2.1 All LEO Operations Talk Groups are AES encrypted.
- 3.3 Coverage
 - 3.3.1 Talk Group specific and defined in 3.5 below.
- 3.4 Availability
 - 3.4.1 All LEO radios are provisioned with all LEO Operations Talk Groups.
 - 3.4.2 LEO Operations TGs are recorded and Avail on the console system but not monitored by DES except when an incident is on-going.
- 3.5 LEO Operations Talk Groups exist as follows:
 - 3.5.1 Law Ops N1 (Law Ops North 1)
 - 3.5.1.1 This Talk Group has North Site only coverage.
 - 3.5.1.2 Law Ops N1 is the primary Operations Talk Group for use during law enforcement incidents/events expected to remain in North Site coverage.
 - 3.5.2 Law Ops N2 (Law Ops North 2)
 - 3.5.2.1 This Talk Group has North Site only coverage.
 - 3.5.2.2 Law Ops N2 is the secondary Operations Talk Group for use during law enforcement incidents/events expected to remain in North Site coverage.
 - 3.5.3 Law Ops S1 (Law Ops South 1)
 - 3.5.3.1 This Talk Group has South Site only coverage.
 - 3.5.3.2 Law Ops S1 is the primary Operations Talk Group for use during law enforcement incidents/events expected to remain in South Site coverage.
 - 3.5.4 Law Ops S2 (Law Ops South 2)
 - 3.5.4.1 This Talk Group has South Site only coverage.

- 3.5.4.2 Law Ops S2 is the secondary Operations Talk Group for use during law enforcement incidents/events expected to remain in South Site coverage.
- 3.5.5 Law Ops CW (Law Ops Countywide)
 - 3.5.5.1 This Talk Group has countywide coverage.
 - 3.5.5.2 Law Ops CW is the primary Operations Talk Group for use during law enforcement incidents/events expected to cross Site boundaries or otherwise require a larger geographical coverage than is afforded by a single Site Talk Group.
- 3.5.6 BrksSCOPE 1
 - 3.5.6.1 This Talk Group has countywide coverage.
 - 3.5.6.2 While it is an Operations Talk Group because it is utilized for a specific purpose off the Hailing Talk Groups, Brks SCOPE serves a single and specific function. It is the primary Talk Group where LEOs request:
 - 3.5.6.2.1 CLEAN/NCIC Inquiries
 - 3.5.6.2.2 JNET Inquiries
 - 3.5.6.2.3 Tow trucks
 - 3.5.6.2.4 Other administrative phone calls
 - 3.5.6.3 BrksSCOPE 1 will not be used for incident specific communications.
- 3.5.7 BrksSCOPE 2
 - 3.5.7.1 This Talk Group has countywide coverage.
 - 3.5.7.2 This Talk Group exists for future Radio System expansion. It should not be used at this time for SCOPE purposes
 - 3.5.7.2.1 BrksSCOPE 2 can be pressed into service as a fallback countywide LEO Operations Talk Group should additional resources be required.

LAW ENFORCEMENT REGIONAL/ADMINISTRATIVE TALK GROUPS

rev. October 1, 2014

1.0 SCOPE

In an effort to facilitate agency specific communications among LEOs, a number of regional Talk Groups have been provisioned and assigned to be shared by small numbers of LEOs. LEOs have been assigned to Regional Talk Groups based on collaboration with law enforcement community leadership.

2.0 POLICY

LEOs will conduct business that traditionally had been conducted on agency owned conventional channels on these System Talk Groups.

3.0 PROCEDURE

3.1 Encryption

3.1.1 All LEO Regional Talk Groups are AES encrypted.

3.2 Coverage

3.2.1 Regional LEO Talk Groups are single Site coverage and assigned to a Site based on the anticipated area of operation of the agency (eg. Caernarvon Police should not expect to be able to use their Regional TG [SthBerksRegPD] in Albany Township). Reference Appendix D for a map showing Site Rf coverage.

3.3 Availability

3.3.1 All LEO radios are provisioned with Regional/Administrative Talk Groups based on direction from the agency's leadership.

3.3.2 LEO Regional TGs are recorded and Available on the console system but not monitored by DES.

3.4 LEOs are free to use their own and other agency's assigned Regional LEO Talk Groups for conduct of agency business or inter-agency business that is not related to DES.

3.5 It is expected that agencies will self-police for conduct on these Talk Groups. However, they are being transmitted over County licensed channels and therefore no conduct that is unprofessional or in violation of FCC regulations will be tolerated.

3.6 LEO Regional/Administrative Talk Groups Include:

Talk Group Name	Talk Group Description	Agencies Assigned
SEBkrsRegPD	Southeast Berks Regional	Amity, Douglass, Oley
KutztwnRegPD	Kutztown Regional	Kutztown
TulpRegPD	Tulpehocken Regional	Tulpehocken, Womelsdorf, Bethel, Bernville
SthBrksRegPD	Southern Berks Regional	Birdsboro, Robeson, Caernarvon, Brecknock
ByrtwnRegPD	Boyertown Regional	Boyertown, Bally, Colebrookdale
MfflinRegPD	Mifflin Regional	Cumru, Mohnton, Shillington
ExeterRegPD	Exeter Regional	Exeter, Central Berks
HmburgRegPD	Hamburg Regional	Hamburg, Tilden
WBerksRegPD	Western Berks Regional	W Berks, All Heidelbergs
Ktown U PD	Kutztown University	Kutztown U PD
MuhlbrgRegPD	Muhlenberg Regional	Muhlenberg, Laureldale, Bern
BluMrshRegPD	Blue Marsh Regional	Blue Marsh Rangers
FltwoodRegPD	Fleetwood Regional	N Berks, Fleetwood

Talk Group Name	Talk Group Description	Agencies Assigned
SpringRegPD	Spring Regional	Spring, Sinking Spring
WyoRegPD	Wyomissing Regional	Wyomissing, West Reading
BrksConstab	Berks Constables	Berks County Constables
BrksPALaw	Berks Law Regional	PA State LEOs
PnSt BrksPD	Penn State Regional	Penn State Berks PD

LAW ENFORCEMENT INTRAOPERABILITY ADMINISTRATIVE TALK GROUP

rev. April 30, 2014

1.0 SCOPE

Due to the large number of Talk Groups on the system, it was desired to create a single point of calling for law enforcement System Users to reach each other in order to prevent a scenario where the calling party was unable to find on what resource the intended message recipient might be affiliated.

2.0 POLICY

A countywide law enforcement Interoperability Administrative Talk Group has been provisioned. This Talk Group called BrksPDIntraOp (Berks PD IntraOp) is intended to be a single location at which any law enforcement System User can reach any other law enforcement System User.

As DES has no control over how each system User manages his radio, DES also cannot control the effectiveness of this process. If System Users do not scan this Talk Group in their Subscriber Scan List, then they will not be able to hear potential callers. Likewise, if System Users fail to take the call off to a mutually negotiated Administrative Talk Group after making contact on this Talk Group, it is likely that the large volume of extraneous chatter will result in Users NOT scanning this Talk Group.

3.0 PROCEDURES

- 3.1 Encryption
 - 3.1.1 BrksPDIntraOp is AES encrypted.
- 3.2 Coverage
 - 3.2.1 BrksPDIntraOp is broadcast in both System Sites.
- 3.3 Availability
 - 3.3.1 All LEO radios are provisioned with BrksPDIntraOp.
 - 3.3.2 BrksPDIntraOp is recorded and available on the console system but not monitored by DES.
- 3.4 Use of BrksPDIntraOp need not be coordinated through DES.
- 3.5 System users are encouraged to scan this Talk Group.
- 3.6 Law Enforcement System Users needing to reach other Law Enforcement System User, but uncertain on what Talk Group the party needing to be reached is operating, are encouraged to hail the party on this Talk Group
 - 3.6.1 After negotiating a mutually available alternative Talk Group, the conversation should be moved to that Talk Group.
- 3.7 Use of this Talk Group is not intended to discourage the calling of parties on other System Talk Groups if the caller is reasonably aware of the System location of the intended recipient.

BOLO ANNOUNCEMENTS

rev. April 30, 2014

1.0 SCOPE

The intention of this policy is to define the procedure by which “Be On the Lookout” messages (BOLOs) are processed by DES. By reference, this policy also describes the responsibility of field users in the management of this process.

2.0 POLICY

It is the policy of DES to efficiently and accurately disseminate BOLO information to law enforcement partner agencies, and to accurately maintain a record of the details related to these broadcasts both in the short term (active) and in the long term (expired).

3.0 PROCEDURE

- 3.1 Upon receipt of information to be broadcast, the information will be assigned an OCA number, manually entered onto an OCA (CLEAN/NCIC entry) form, and entered into the OCA log book by the TC receiving the BOLO request.
- 3.2 Following approval by the Watch Officer, all BOLO's will be broadcast as soon as possible with consideration to activity levels on police dispatch channels. Broadcasts will be completed by the law enforcement Radio Operators. If work load dictates the need, other dispatch personnel may assist, but the responsibility for ensuring the broadcast is made rests with the Radio Operator assigned to the Dispatch/Hailing Talk Group covering the agency with primary jurisdiction for the BOLO.
- 3.3 The assigned Police Radio Operator will then generate a CAD CFS, geo-verifying the CFS to the incident location and using the appropriate call-type (BOLO-XXX) based on the nature of the incident/issue resulting in the BOLO.
 - 3.3.1 BOLO Call types are:
 - 3.3.1.1 BOLO H & R – Hit and run accident.
 - 3.3.1.2 BOLO MISSING – Missing person or persons.
 - 3.3.1.3 BOLO STOLEN VEHICLE – Stolen vehicle or vehicles
 - 3.3.1.4 BOLO WANTED – Person or persons for which law enforcement has obtained an arrest warrant.
 - 3.3.1.5 BOLO QUESTIONING – Person or persons for with whom law enforcement desires interaction, but for whom no arrest warrant has been issued.
- 3.4 The CFS number will be hand-written on the broadcast form with the initials of the TC that created the CFS. Any CFS using a “BOLO” call-type will automatically be filtered into a BOLO window within the CAD status monitor.
- 3.5 The BOLO incidents will remain “active” until cancelled by the originating agency or they “expire.” Expiry shall take place when a time period of 96 (ninety-six) hours has passed since the original entry. It is the responsibility of TCs assigned to police communications from 0100 - 0700hrs to review all active BOLOs, and cancel any incidents that have been active longer than 96 hours, or that will reach their 96 hour mark by 0700 hours on the shift. If workload prevents the assigned TC from completing this task, it is his responsibility to advise the WO of the inability to complete the task in advance of the end of shift.
- 3.6 Prior to 0800hrs daily, the WO will review the active BOLOs to assure that all expired BOLOs have been cancelled.
- 3.7 Cancellation broadcasts will be completed for BOLOs that are cancelled by the originating agency within 24 hours of entry. It is the responsibility of the TC performing

the cancellation broadcast to assure the appropriate BOLO CFS is cancelled upon completing the announcement.

- 3.8 For BOLOs that are not cancelled before 24 hours has passed, but are cancelled before 96 hours have passed, it is the responsibility of the TC that cancels the entry from CLEAN/NCIC to cancel the associated CFS.
- 3.9 In cases of “broadcast only” requests for which no CLEAN/NCIC entry will be made (generally for hit and run motor vehicle accidents or individuals wanted for questioning), it is the responsibility of the TC receiving the cancellation request to complete the “cancellation” fields on the entry form as well as cancel the associated CAD CFS.
 - 3.9.1 The entry form will be placed in the BOLO stack-tray in the communications center.

LAW ENFORCEMENT SYSTEM USERS STATUS KEEPING

rev. April 30, 2014

1.0 SCOPE

This procedure is intended to define various types of law enforcement unit statuses that are maintained by DES in order to ensure that DES can appropriately and efficiently manage law enforcement dispatches.

2.0 POLICY

Law enforcement units shall maintain, to the degree possible, up-to-the-minute status with DES in order to permit DES to most efficiently dispatch incidents to the most appropriate units/agencies.

3.0 PROCEDURE

- 3.1 The CAD system is not intended to maintain status on units that will not be dispatched to incidents throughout an entire law enforcement unit's shift. DES will not maintain status of law enforcement units that are anticipated to be busy for a period greater than 4 hours.
 - 3.1.1 This may include, but is not limited to, training, court functions, or other administrative duties that make a unit unavailable for a period expected to be greater than 4 hours.
 - 3.1.1.1 The only exception will be when the unit represents the only unit from any one department and will be able to be reached for emergencies.
- 3.2 The Radio Operator may inquire a unit's status at any time it is determined to be in the interest of resource management that a refresh of the status is needed.
- 3.3 Shift changes and in-service/out-of-service status changes shall be conducted via telephone with the following exceptions:
 - 3.3.1 An officer that is off-duty, but is intending to respond to a priority call, may place himself in service by transmitting status, badge and unit assignment on the appropriate Law Enforcement Dispatch/Hailing Talk Group.
 - 3.3.2 An officer requiring to be placed out of service for the purpose of logging into an MCT shall make this request on the SCOPE Talk Group.

LAW ENFORCEMENT AREA ASSIGNMENTS

rev. April 30, 2014

1.0 SCOPE

The intent of this policy is to describe the process by which law enforcement units are assigned to specific geospatial areas of their jurisdiction.

2.0 POLICY

It is the policy of DES that any law enforcement agency planning to have multiple units in service simultaneously shall establish the geospatial parameters of each area (beat) in cooperation with DES.

Further, DES shall then track into which pre-defined beat each unit is assigned (the unit's area assignment).

Even agencies that have only one unit in service covering their entire jurisdiction have an area assignment. It is the agency's "Beat 1."

3.0 PROCEDURE

- 3.1 The geospatial definition of each beat must be set in advance and requires considerable time to change administratively.
- 3.2 Area assignments may be established in one of two ways:
 - 3.2.1 Default Area Assignments – Used when an agency plans to assign a specific unit to a specific beat at all times (eg. Car 1 is always in Beat 1 and Car 2 is always in Beat 2).
 - 3.2.2 Shift Specific Area Assignments – Used when an agency will determine at the outset of each shift what units will be assigned to which beats.
 - 3.2.2.1 If Shift Specific Area Assignments will be used, the agency must report this information at each shift change.
 - 3.2.2.2 DES will implement the appropriate area assignment in CAD as soon as practical after receiving this information from the law enforcement agency.

DISPATCHING OF LAW ENFORCEMENT (PRIORITY CALLS)

rev. April 30, 2014

1.0 SCOPE

It is the intention of this procedure to describe the process by which DES will dispatch priority assignments.

2.0 POLICY

It is the policy of DES to immediately dispatch priority assignments to a unit by radio.

3.0 PROCEDURE

3.1 The following call types, when prioritized as “in-progress” or “just occurred,” are considered priority dispatches:

- 3.1.1 ABDUCTION
- 3.1.2 ALARM FINANCIAL HOLD UP
- 3.1.3 ALARM POLICE
- 3.1.4 ASSAULT/FIGHT
- 3.1.5 ASSAULT/FIGHT INJURY
- 3.1.6 BOMB THREAT/SUSPICIOUS PACKAGE
- 3.1.7 BURGLARY
- 3.1.8 CLASS 4 MENTAL
- 3.1.9 DISORDERLY
- 3.1.10 DOMESTIC
- 3.1.11 DOMESTIC INJURY
- 3.1.12 ESCAPEE
- 3.1.13 FRAUD
- 3.1.14 MVA HIT & RUN
- 3.1.15 OVERDOSE
- 3.1.16 PFA/WARRANT SERVICE
- 3.1.17 RECKLESS DRIVER
- 3.1.18 ROBBERY
- 3.1.19 SHOOTING
- 3.1.20 SHOTS FIRED
- 3.1.21 STABBING
- 3.1.22 SUICIDE
- 3.1.23 SUSPICIOUS SITUATION
- 3.1.24 THEFT
- 3.1.25 WELFARE CHECK

3.2 When a priority assignment is generated, the Radio Operator will provide basic information as part of the initial contact over the appropriate Dispatch/Hailing Talk Group to allow the unit(s) to begin responding without delay.

Example: “Unit 66-1, Berks, motor vehicle accident with injuries, Route 61 and Bellevue. 66-1, copy?”

3.2.1 Should a unit fail to respond to a priority dispatch, DES shall attempt a second dispatch within a period of no more than one minute.

3.2.1.1 Should a unit fail to respond to a second attempt to dispatch within an additional minute, it shall be treated as a failed first security check and at the discretion of the Watch Officer the call may be assigned to a neighboring jurisdiction.

3.2.1.1.1.1 After (1) additional minute, the second security check is offered and DES shall follow the processes set forth in the INCIDENT TIMER AND SECURITY CHECK policy.

3.3 After the assigned unit acknowledges the detail:

3.3.1 The Radio Operator will transmit the call for service to the responding unit's MCT, if applicable.

3.3.2 The Radio Operator will assign enroute status to the unit assigned to the detail.

3.3.3 Any available additional information that is pertinent will be provided.

3.4 Additional information that is received by the Radio Operator prior to the unit's arrival on location shall be relayed to the responding unit(s) in a timely manner.

3.5 Units responding to a priority call shall advise DES of their arrival at the location.

3.5.1 Arrival on location begins the security check process.

3.6 Calls that are dispatched as priority assignments are almost always in progress or just occurred. Units that are dispatched to these calls and then clear the call because the call moves out of their jurisdiction (most specifically RECKLESS DRIVER but may apply in other cases) shall not clear themselves by MCT as this closes the call.

3.6.1 These units shall:

3.6.1.1 Advise DES by radio that they are unable to handle the call due to its current/anticipated location and ask to be cleared from the assignment.

3.6.1.2 Recommend the next unit/jurisdiction to which the call should be transferred.

3.6.1.2.1 Note that RECKLESS DRIVER calls will only be transferred to the next jurisdiction when the complainant is still being engaged by DES. For example, a RECKLESS DRIVER where the complainant is no longer following will be closed when the initial jurisdiction it is dispatched to acknowledges they are unable to reasonably intercept.

3.6.2 DES shall make the original unit clear and place the next unit on the detail.

3.7 Priority calls shall not be placed back in pending for assignment to another unit (eg. due to shift changes). Once a call is assigned to a unit from an agency, that unit is responsible for handling the call or having it transferred to another unit from the agency or to a unit from another agency. DES will only move calls from unit to unit, or place the call in the unit's stack. This will result in the unit showing as dispatched on the stacked detail(s) in addition to the primary detail being handled.

DISPATCHING OF LAW ENFORCEMENT (NON-PRIORITY CALLS)

rev. April 30, 2014

1.0 SCOPE

It is the intention of this procedure to describe the process by which DES will dispatch non-priority incidents.

2.0 POLICY

It is the policy of DES to dispatch non-priority assignments to a unit's MCT when the unit is ready for MCT dispatches. Ready for MCT dispatches means:

- The unit is available.
- The unit is logged into an MCT.
- CAD status reflects the officer is in the vehicle.

Units meeting the above conditions shall receive non-priority and advisory announcements by MCT and shall not rely on radio dispatching for these assignments.

3.0 PROCEDURE

3.1 When non-priority or advisory assignments are received and made "Ready for Dispatch," the Radio Operator will verify the status of the unit with regard to MCT dispatching.

3.1.1 Units that are ready for MCT dispatches shall:

3.1.1.1 Receive the detail directly to their MCT.

3.1.1.1.1 The unit shall be alerted to this by an announcement on the appropriate Dispatch/Hailing Talk Group for the unit to "Check your MCT for a detail.

3.1.1.1.1.1 After the officer receives an assignment on their MCT, the officer shall utilize the MCT acknowledge button.

3.1.1.1.1.1.1 The Radio Operator will receive an update to their status screen when the incident has been acknowledged.

3.1.1.2 If the unit fails to acknowledge the MCT dispatch in (2) two minutes, the Radio Operator shall hail the unit on the appropriate Dispatch/Hailing Talk Group.

3.1.1.2.1 If the unit fails to answer the hail within (1) one minute, this is treated as a failed first security check.

3.1.1.2.1.1 After (1) additional minute, the second security check is offered and DES shall follow the processes set forth in the INCIDENT TIMER AND SECURITY CHECK policy.

3.1.2 Units that are not ready for MCT dispatches shall receive the assignment as a voice dispatch.

3.1.2.1 Should a unit fail to respond to a non-priority voice dispatch, DES shall attempt a second dispatch within a period of no more than one minute.

3.1.2.1.1 Should a unit fail to respond to a second attempt to dispatch within an additional minute, it shall be treated as a failed first security check.

3.1.2.1.1.1 After (1) additional minute, the second security check is offered and DES shall follow the processes set forth

in the INCIDENT TIMER AND SECURITY CHECK policy.

- 3.1.2.2 Units who receive an assignment by voice dispatch will have their CAD status updated to enroute when acknowledged by the officer.
 - 3.1.2.3 Units that fail to make use of the MCT in a way that is pervasive or obvious shall be reported to their respective agency's management.
- 3.2 Priority calls shall not be placed back in pending for assignment to another unit (eg. due to shift changes). Once a call is assigned to a unit from an agency, that unit is responsible for handling the call or having it transferred to another unit from the agency or to a unit from another agency. DES will only move calls from unit to unit, or place the call in the unit's stack. This will result in the unit showing as dispatched on the stacked detail(s) in addition to the primary detail being handled.

LAW ENFORCEMENT CALL FOR SERVICE PROCESSING

rev. April 30, 2014

1.0 SCOPE

This policy outlines the manner by which DES will collect information from complainants and properly process the information received from the complainant in CFS (call for service) format for relay to law enforcement personnel.

2.0 POLICY

It is the policy of DES to provide incident location and details and complainant information to law enforcement personnel in accordance with standards approved and implemented by DES management.

3.0 PROCEDURE

- 3.1 All calls from the public requesting law enforcement contact, or meeting DES policy for generation of a law enforcement detail, will result in a law enforcement CFS being generated.
 - 3.1.1 Most details are generated in a “see the complainant” format. It is the discretion of the dispatched officer how they elect to handle the CFS (see vs. call).
 - 3.1.1.1 If the complainant indicates a desire to call versus see, DES will indicate on the detail “Call Only” with an explanation if one is available.
- 3.2 The DES Telecommunicator shall gather the following information as a minimum on every CFS:
 - 3.2.1 Incident information
 - 3.2.1.1 Location
 - 3.2.1.2 Type
 - 3.2.1.3 Timing
 - 3.2.1.3.1 In progress
 - 3.2.1.3.2 Just occurred
 - 3.2.1.3.3 Not in progress
 - 3.2.2 Complainant's name
 - 3.2.3 Complainant's address
 - 3.2.4 Complainant's telephone number – needs to be DUPLICATED in narrative for WebCAD access.
- 3.3 In addition to mandatory information above, DES shall make every effort to secure all relevant details about the CFS to assist the law enforcement agency in responding to the incident.

LAW ENFORCEMENT VEHICLE AND SUBJECT STOPS

rev. April 30, 2014

1.0 SCOPE

It is the intention of this policy to describe the process by which law enforcement System Users notify DES when initiating a subject or vehicle stop.

2.0 POLICY

As a matter of officer safety, it is the policy of Berks DES to require a standard format for the reporting of subject and vehicle stops and to maintain accurate information relating to these stops.

3.0 PROCEDURE

3.1 Subject Stops

3.1.1 Communications conveying the initiation of a subject stop shall be conducted in the following format:

Field Unit: "Berks XX, subject stop." (where XX is the ID of the unit calling)

DES: "XX copy subject stop, your location?"

Field Unit: "Berks, I am at (**location**), with a (**subject description**). **Any other pertinent information.**"

DES: "Copy (location) with a (**subject description**)."

3.2 Vehicle Stop

3.2.1 Communications conveying the initiation of a vehicle stop shall be conducted in the following format:

Field Unit: "Berks XX, vehicle stop." (where XX is the ID of the unit calling)

DES: "XX copy vehicle stop, your location?"

Field Unit: "Berks, I am at (**location**), plate (**number, state**) with a (**vehicle color, make, and model**), (**#**) occupants. **Any other pertinent information.**"

DES: "Copy (location) with a (**vehicle color, make, and model**)."

LAW ENFORCEMENT VEHICLE AND FOOT PURSUITS

rev. April 30, 2014

1.0 SCOPE

It is the intention of this procedure to describe the process by which law enforcement system users notify DES of information when involved in a vehicle or foot pursuit.

2.0 POLICY

As a matter of officer safety, it is the policy of Berks DES to treat vehicle and foot pursuits with the highest level of priority due to the high risk presented to the involved officer (s) and the public at large.

3.0 PROCEDURE

3.1 Vehicle Pursuits

- 3.1.1 As soon as possible after initiating a vehicle pursuit, the pursuing unit shall advise DES of their involvement in a pursuit and include the current location and direction of travel.
 - 3.1.1.1 The unit shall also provide all of the following information (if available) :
 - 3.1.1.1.1 Registration, make, model, and color and defining markings of vehicle being pursued.
 - 3.1.1.1.2 Reason for pursuit.
 - 3.1.1.1.3 Number of individuals occupying the vehicle.
 - 3.1.1.2 The Radio Operator will respond by echoing all of the information provided.
 - 3.1.1.3 An Air Priority shall be immediately placed in effect on the Talk Group (as per the Air Priority policy).
- 3.1.2 If a registration is provided, DES will automatically proceed with a CLEAN/NCIC query.
- 3.1.3 DES will coordinate any assistance requested by the involved unit(s).
- 3.1.4 Location and direction of travel of the pursuit will be updated as frequently as possible and echoed by the Radio Operator who will continue to provide communication coordination for as long as required.

3.2 Foot Pursuits

- 3.2.1 As soon as possible after initiating a foot pursuit, the pursuing unit shall advise DES of their involvement in a pursuit and include the current location and direction of travel.
 - 3.2.1.1 If available, the unit will also provide:
 - 3.2.1.1.1 Actor(s) description(s).
 - 3.2.1.1.2 Reason for pursuit.
 - 3.2.1.2 The Radio Operator will respond by echoing all of the information provided.
 - 3.2.1.3 An Air Priority shall be immediately placed in effect on the Talk Group (as per the Air Priority policy).
- 3.2.2 DES will coordinate any assistance requested by the involved unit(s), including positioning of assisting units and directing them to the Operations Talk Group.
- 3.2.3 Location and direction of travel of the pursuit will be updated as frequently as possible and echoed by the Radio Operator who will continue to provide communication coordination for as long as required.

3.3 All Pursuits

3.3.1 As pursuits, by policy, require an Air Priority, the Incident Commander shall, as soon as reasonably possible after the pursuit reaches a culmination or stabilizes to a long term incident, request that the Air Priority be lifted and have the incident moved to an Operations Talk Group or Tactical Channel if required.

SHERIFF WARRANT SERVICE NOTIFICATIONS

rev. April 30, 2014

1.0 SCOPE

The intent of this policy is to define the method by which DES notifies the law enforcement agency having primary jurisdiction of a pending warrant service to be conducted by the Berks County Sheriff Department within the agency's jurisdiction.

2.0 POLICY

It is the policy of Berks DES to notify the local police agency having jurisdiction of any imminent warrant services in their jurisdiction that are to be performed by the Berks County Sheriff Department.

These notifications shall be as noted below.

Notifications to PA State Police and the City of Reading Police shall be made directly and independently to those agencies by the Sheriff Warrant team.

3.0 PROCEDURE

- 3.1 The Deputy in charge of the warrant service team shall call DES by telephone on an admin line and provide:
 - 3.1.1 The exact location where they will be serving the warrant (including address, apartment number if applicable, and the correct municipality).
 - 3.1.2 Whether they desire local police assistance or are requesting a notification only.
 - 3.1.2.1 If assistance is requested; the nature of the assistance (respond, call, etc.)
- 3.2 DES shall generate a CAD incident (SERVE PFA/WARRANT) for the Deputy and assign the Sheriff unit to the incident.
 - 3.2.1 If the Sheriff unit is requesting assistance, the local police agency unit with responsibility for the area shall be assigned to the incident and a radio dispatch shall be made as with any priority call.
 - 3.2.1.1 The nature of the assistance requested shall be provided as part of the dispatch additional.
 - 3.2.2 If the Sheriff unit is not requesting assistance, the Sheriff incident created above shall be copied and assigned to the local police agency and the Nature of Call field shall include the verbiage "DO NOT RESPOND / ADVISORY ONLY."
 - 3.2.2.1 This incident shall be processed as a non-priority (MCT dispatch) assignment.

FINANCIAL INSTITUTION HOLD-UP ALARMS

rev. April 30, 2014

1.0 SCOPE

The intent of this policy is to provide a standard procedure for handling of financial institution hold up alarms in Berks County.

2.0 POLICY

It is the policy of DES to handle all hold-up alarms received from financial institutions as highest priority details. Financial institution hold-up alarms will be dispatched to the law enforcement agency with jurisdiction as soon as possible. A coded procedure (only partially defined herein for security purposes) shall be utilized to determine whether the alarm activation is intended or accidental.

This process shall also be utilized for the receipt of activations of GPS enabled tracking devices (Bloodhound and similar) used by some financial institutions.

3.0 PROCEDURE

- 3.1 A coded procedure has been developed in concert with County law enforcement agencies, financial institution personnel, and Berks DES.
 - 3.1.1 For security purposes, the procedure is changed periodically to maintain its security.
- 3.2 A law enforcement officer that has arrived on location at a presumed financial holdup alarm shall request DES make contact with the financial institution by telephone by requesting DES to "make the call".
 - 3.2.1 The responding officer shall have the discretion to request the telephone call be placed prior to his arrival on location.
 - 3.2.2 Berks DES will ask the party answering the telephone at the institution the specific question defined by the process in place at that time.
 - 3.2.2.1 The officer(s) shall be advised by radio as to whether a proper or improper response was received.
 - 3.2.2.2 If a proper response is received:
 - 3.2.2.2.1 The party answering the telephone is told to follow their internal procedures and the call is disconnected.
 - 3.2.2.2.2 The officer will be notified that a proper response has been received.
 - 3.2.2.3 If an improper response is received, or if no response is received, or if the party answering demonstrates anything other than 100% awareness of the proper response:
 - 3.2.2.3.1 It shall be presumed that a hold-up is taking place.
 - 3.2.2.3.2 The responding/on scene unit(s) shall be notified that an improper response was received.
 - 3.2.2.3.3 Incident communications shall be immediately moved to an Operations or Regional Talk Group with the choice at the discretion of the Incident Commander.
- 3.3 This process shall be utilized only for receipt of hold up alarms.
 - 3.3.1 In the event that the report is from a financial institution self-monitoring center, and the center has already confirmed a robbery has taken place, this process will not be implemented and the call will be typed as a ROBBERY.

SECTION 5
EMERGENCY MEDICAL SERVICES
OPERATIONS

EMS DISPATCH TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

A single receive only Dispatch Talk Group has been provisioned for the purpose of Simulcasting the VHF (151.220) fire/EMS paging channel. This resource is shared between the County EMS discipline and the County fire discipline and carries dispatch traffic for both System User groups.

An additional receive only Talk Group has been provisioned for the purpose of dispatching City of Reading EMS units.

2.0 POLICY

It is the policy of DES to prioritize the dispatch of calls to service above the performance of all other radio functions.

In order to facilitate expediency of dispatch, fire and EMS System Users will be dispatched on the same VHF channel for alerting purposes. This channel will be Simulcasted with a receive only Trunked Radios System Talk Group called Fire/EMSDisp.

City of Reading EMS System Users shall be dispatched on their own Trunked Radio System Talk Group called RdgEMSDisp. This channel is not Simulcast on any conventional channel as alerting is accomplished through "Call Alerting" the Reading EMS station radio for operational convenience of City System Users.

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 Both RdgEMSDisp and Fire/EMSDisp Talk Groups are unencrypted.
- 3.2 Coverage
- 3.3 RdgEMSDisp is broadcast on South Site only
 - 3.3.1 Fire/EMS Disp is broadcast on both South and North Sites.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to both of these Talk Groups
 - 3.4.2 Both RdgEMSDisp and Fire/EMSDisp Talk Groups are recorded and Available on the console system as transmit only resources.
- 3.5 System Users shall not transmit, or attempt to transmit, on Dispatch Talk Groups.
- 3.6 Because Fire/EMSDisp is Simulcast with the VHF Paging channel, further details with respect to operations on this Talk Group can be found in the FIRE/EMS ALERT PAGING SOP

EMS HAILING TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Day to day EMS operations in Berks County (outside of Reading) will take place on a single Hailing Talk Group.

Day to day EMS operations in the City of Reading will take place on a single Hailing Talk Group.

2.0 POLICY

EMS System Users will monitor the traffic on the EMS Hailing Talk Group. This Talk Group called BrksEMS will be used for all status keeping and normal communications during EMS responses when any EMS unit is dispatched to jurisdictions outside of the City of Reading. This includes Reading EMS units who will go responding on this Talk Group and maintain all normal communications on this Talk Group.

Fire System Users responding on EMS calls (Medical Assists and QRS responses) shall utilize BrksEMS when responding, and for all normal communications in order to facilitate ease of communication between the EMS and the assisting fire units.

BrksEMS represents the primary method of communication between DES and non-Reading EMS System Users.

RdgEMSOps1 will be used for all status keeping and normal communications during EMS responses when any EMS unit is dispatched into the City of Reading. This includes non-Reading EMS units who will go responding on this Talk Group and maintain all normal communications on this Talk Group.

Fire System Users responding on EMS calls (Medical Assists and QRS responses) shall utilize RdgEMSOps1 when responding, and for all normal communications in order to facilitate ease of communication between the EMS and the assisting fire units.

RdgEMSOps1 represents the primary method of communication between DES and Reading EMS System Users.

3.0 PROCEDURE

3.1 Encryption

3.1.1 Both RdgEMSOps1 and BrksEMS Talk Groups are unencrypted.

3.2 Coverage

3.2.1 RdgEMS is broadcast on South Site only

3.2.2 BrksEMS is broadcast on both South and North Sites.

3.3 Availability

3.3.1 All public safety radios provisioned on the system have access to both of these Talk Groups

3.3.2 Both RdgEMSDisp and Fire/EMSDisp Talk Groups are recorded and continuously monitored by Berks DES.

3.4 Usage

3.4.1 All units dispatched or self-dispatched (officers assisting primary response units) for EMS calls for service shall utilize one of these two Talk Groups for the purpose of communications and status keeping.

- 3.4.1.1 Acceptable status keeping conditions are:
 - 3.4.1.1.1 In service (this transaction is normally done by telephone and only during extenuating circumstances will this be performed on the radio [eg. a crew just coming on-duty in a new unit is covered and needs to assume responsibility for the call])
 - 3.4.1.1.2 Responding
 - 3.4.1.1.3 On Location – Additional detail may be provided as necessary (eg. staging, etc.)
 - 3.4.1.1.4 At Rendezvous
 - 3.4.1.1.5 Patient Contact Established (only if there has been a delay between this time and On Location)
 - 3.4.1.1.6 Enroute to Hospital
 - 3.4.1.1.7 At Hospital
 - 3.4.1.1.8 Available – Additional detail may be provided as necessary for the purpose of record-keeping (eg. no patient found, refusal AMA, etc.)
 - 3.4.1.1.9 Clear but Busy (reason for busy should be offered)
 - 3.4.1.1.10 Out of Service (this transaction is normally done by telephone and only during extenuating circumstances will this be performed on the radio [eg. a crew's shift ended during a call and they need to make known they have cleared the call but also need to place the unit out of service or a mechanical issue arises during a call])
- 3.4.1.2 The following statuses shall not be reported to DES:
 - 3.4.1.2.1 At Station
 - 3.4.1.2.2 On Radio (training, fuel, admin details, etc.)

EMS OPERATIONS TALK GROUPS

rev. June 3, 2014

1.0 SCOPE

Capacity exists in the Radio System to allow special functions, events or incident specific traffic to be moved off of the primary Hailing Talk Groups and onto Operations Talk Groups.

2.0 POLICY

A number of Talk Groups have been developed specifically for EMS agencies to conduct incident communications. These operations could be a significant event to which the agencies were dispatched or some type of scheduled special event or detail.

3.0 PROCEDURE

- 3.1 Use of Operations Talk Groups shall be coordinated through DES.
 - 3.1.1 On the direction of the coordinating Radio Operator, or on approval of the coordinating Radio Operator when the Incident Commander requests such a change, communications for an incident may be moved from the Hailing Talk Group to an Operations Talk Group
 - 3.1.1.1 Subsequent units dispatched to the incident shall be directed to the designated Operations Talk Group.
 - 3.1.1.2 Errant communications related to the incident shall be redirected by DES to the correct Operations Talk Group.
- 3.2 Encryption
 - 3.2.1 All EMS Operations Talk Groups are unencrypted except for ALS Command and BLS Reporting Talk Groups.
 - 3.2.2 ALS Command and BLS Reporting Talk Groups are ADP Encrypted to provide a degree of privacy with respect to patient condition information.
- 3.3 Coverage
 - 3.3.1 Talk Group specific and defined in 3.5 below.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to all of these Talk Groups except that ALS Command and BLS Reporting Talk Groups are not Available in LEO radios.
 - 3.4.2 EMS Operations TGs are recorded and Available on the console system but not monitored by DES.
 - 3.4.3 ALS Command Talk Groups are monitored by Eastern PA MedComm.
- 3.5 EMS Operations Talk Groups exist as follows:
 - 3.5.1 City
 - 3.5.1.1 Rdg EMSOps2 (Reading EMS Ops 2)
 - 3.5.1.1.1 This Talk Group has South Site only coverage.
 - 3.5.1.1.2 Rdg EMSOps2 is the primary Operations Talk Group for use during EMS incidents/events in the City of Reading.
 - 3.5.2 County
 - 3.5.2.1 BrksEMSOps1 (Berks EMS Ops 1)
 - 3.5.2.1.1 This Talk Group has both North and South Site coverage.
 - 3.5.2.1.2 BrksEMSOps1 is the primary Operations Talk Group for use during EMS incidents/events outside of the City of Reading.
 - 3.5.2.2 BrksEMSOps2 (Berks EMS Ops 2)
 - 3.5.2.2.1 This Talk Group has both North and South Site coverage.

3.5.2.2.2 BrksEMSOps2 is the secondary Operations Talk Group for use during EMS incidents/events outside of the City of Reading.

3.5.3 BLS Reporting

3.5.3.1 BLS patient care reports will be made over these Talk Groups when transporting a patient to the respective hospital's ECU.

3.5.3.2 EMS units will monitor the Talk Group to ensure it is free of traffic and then hail the hospital ECU directly without involvement of DES by calling:

3.5.3.2.1 "Reading ER" – Reading Hospital ECU

3.5.3.2.2 "St. Joe's ER" – St. Joseph's Medical Center ECU

3.5.3.3 At the conclusion of any transmission on these channels, both parties shall announce "XXXX Clear" where XXXX is the radio identifier of the unit.

3.5.3.4 Available BLS Reporting Talk Groups include:

3.5.3.4.1 SJMCBLSPtch1 (St. Joseph's Medical Center BLS Patch 1)

3.5.3.4.1.1 This Talk Group has both North and South Site coverage.

3.5.3.4.1.2 SJMCBLSPtch1 is the primary method used to provide BLS patient reports to SJMC.

3.5.3.4.2 SJMCBLSPtch2 (St. Joseph's Medical Center BLS Patch 2)

3.5.3.4.2.1 This Talk Group has both North and South Site coverage.

3.5.3.4.2.2 SJMCBLSPtch2 is the secondary method used to provide BLS patient reports to SJMC when SJMCBLSPtch1 is in use.

3.5.3.4.2.3 This Talk Group has been provisioned for future expansion in the event additional capacity is required. **It is NOT currently functional.**

3.5.3.4.3 RHTCBLSPtch1 (Reading Hosp. Trauma Center BLS Patch 1)

3.5.3.4.3.1 This Talk Group has both North and South Site coverage.

3.5.3.4.3.2 RHTCBLSPtch1 is the primary method used to provide BLS patient reports to RHTC.

3.5.3.4.4 RHTCBLSPtch2 (Reading Hosp. Trauma Center BLS Patch 2)

3.5.3.4.4.1 This Talk Group has both North and South Site coverage.

3.5.3.4.4.2 RHTCBLSPtch2 is the secondary method used to provide BLS patient reports to RHTC when RHTCBLSPtch1 is in use.

3.5.3.4.4.3 This Talk Group has been provisioned for future expansion in the event additional capacity is required. **It is NOT currently functional.**

3.5.3.4.5 PottsBLSPtch1 (Pottstown Medical Center BLS Patch 1)

3.5.3.4.5.1 This Talk Group has both North and South Site coverage.

3.5.3.4.5.2 PottsBLSPtch1 is the primary method used to provide BLS patient reports to Pottstown Medical Center.

3.5.3.4.5.3 This Talk Group has been provisioned for future expansion in the event Pottstown implements a Berks Radio System base. **It is NOT currently functional.**

3.5.4 ALS Reporting

- 3.5.4.1 ALS patient care reports/command requests will be made over these Talk Groups when transporting a patient any hospital linked to Eastern PA MedComm.
- 3.5.4.2 Berks System Users transporting patients to hospitals in other counties must be in the Berks County Rf cloud in order to use these channels (eg. a unit transporting to LVCC can use this interface to MedComm but must begin and conclude their medical communication before leaving Radio System coverage).
 - 3.5.4.2.1 When outside of the Berks Rf cloud, units desiring communication through MedComm must utilize conventional UHF channels or telephone.
- 3.5.4.3 BrksALSHail (Berks ALS Hail)
 - 3.5.4.3.1 This Talk Group has both North and South Site coverage.
 - 3.5.4.3.2 BrksALSHail is the primary method used to initiate contact with MedComm much in the same way that Med 4 is used on the MedComm UHF conventional system.
 - 3.5.4.3.3 After making contact with MedComm and advising unit ID, hospital destination and nature of comms desired (same information that has always been provided on Med 4), MedComm will direct the unit to one of the below Talk Groups for a patch to the hospital.
- 3.5.4.4 BrksALSPatch1, BrksALSPatch2, and BrksALSPatch3 (Berks ALS Patch 1, 2, and 3)
 - 3.5.4.4.1 These Talk Groups have both North and South Site coverage.
 - 3.5.4.4.2 These Talk Groups are only to be used on direction from Eastern PA MedComm after coordinating communications on BrksALSHail.
 - 3.5.4.4.3 At the conclusion of any transmission on these channels, both parties shall announce "XXXX Clear" where XXXX is the radio identifier of the unit.

EMS ADMINISTRATIVE TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

In order to provide convenience for EMS System Users, (2) two EMS Administrative Talk Groups have been provisioned in the system.

2.0 POLICY

Any EMS agency business that would be disruptive to emergency operations on the EMS Hailing Talk Groups shall be conducted on the EMS Administrative Talk Groups.

EMS System Users will conduct business that traditionally had been conducted on agency owned conventional channels on these System Talk Groups.

These Talk Groups may also be used for unit to unit coordination that that is expected to lengthy (in the way that 155.160 was used in the legacy system).

These Talk Groups may also be used for Wheelchair Van communications with their base.

These resources are shared among a large System User base, and cooperation is required to maximize their availability for all interested parties.

3.0 PROCEDURE

- 3.1 EMS Administrative Talk Groups are BrksEMSAdm1 and BrksEMSAdm2
- 3.2 Encryption
 - 3.2.1 Both EMS Administrative Talk Groups are unencrypted.
- 3.3 Coverage
 - 3.3.1 Both EMS Administrative Talk Groups are broadcast on both Sites.
- 3.4 Availability
 - 3.4.1 All public safety radios are provisioned with both BrksEMSAdm1 and BrksAdm2.
 - 3.4.2 EMS Administrative Talk Groups are recorded and available on the console system but not monitored by DES.
- 3.5 It is expected that agencies will self-police for conduct on these Talk Groups. However, they are being transmitted over County licensed channels and therefore no conduct that is unprofessional or in violation of FCC regulations will be tolerated.

SECTION 6

FIRE SERVICE OPERATIONS

FIRE DISPATCH TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

A single receive only Dispatch Talk Group has been provisioned for the purpose of Simulcasting the VHF (151.220) fire/EMS paging channel. This resource is shared between the County EMS discipline and the County fire discipline and carries dispatch traffic for both System User groups.

An additional receive only Talk Group has been provisioned for the purpose of Simulcasting the Reading Fire VHF (154.430) paging channel.

2.0 POLICY

It is the policy of DES to prioritize the dispatch of calls to service above the performance of all other radio functions.

In order to facilitate expediency of dispatch, fire and EMS System Users will be dispatched on the same VHF channel for alerting purposes. This channel will be Simulcasted with a receive only Trunked Radios System Talk Group called Fire/EMSDisp.

City of Reading fire System Users shall be dispatched on their own conventional VHF channel for alerting purposes. This channel will be Simulcasted with a receive only Trunked Radios System Talk Group called Rdg FireDisp.

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 Both Rdg FireDisp and Fire/EMSDisp Talk Groups are unencrypted.
- 3.2 Coverage
 - 3.2.1 Rdg FireDisp is broadcast on South Site only
 - 3.2.2 Fire/EMS Disp is broadcast on both South and North Sites.
- 3.3 Availability
 - 3.3.1 All public safety radios provisioned on the system have access to both of these Talk Groups
 - 3.3.2 Both Rdg FireDisp and Fire/EMSDisp Talk Groups are recorded and Available on the console system as transmit only resources.
- 3.4 System Users shall not transmit, or attempt to transmit, on Dispatch Talk Groups.
- 3.5 Because Fire/EMSDisp is Simulcast with the VHF Paging channel, further details with respect to operations on this Talk Group can be found in the FIRE/EMS ALERT PAGING SOP.

FIRE HAILING TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Day to day fire operations in Berks County (outside of Reading) will take place on (2) two Fire Hailing Talk Groups.

Day to day fire operations in in the City of Reading) will take place on a single Fire Hailing Talk Group.

2.0 POLICY

Fire System Users outside of the City of Reading will monitor the traffic on the two primary Fire Hailing Talk Groups. These Talk Groups are BrksFireA (Fire Alpha) and BrksFireB (Fire Bravo). These Talk Groups represent the primary methods of communication between DES and non-Reading fire System Users.

Fire organizations themselves are not necessarily divided between the two Fire Hailing Talk Groups. Rather, the municipalities within the County have been divided into the (2) Fire Communications Zones (FCZs). While this has the effect of somewhat dividing the FDs themselves, there are a very small number of FDs that have primary jurisdiction in both established FCZs.

FCZ assignments are defined in the map attached as Appendix A.

Fire System Users will monitor the traffic on the Fire Hailing Talk Groups. These Talk Groups called BrksFireA and BrksFireB will be used for all status keeping and normal communications during fire responses when any fire unit is dispatched to jurisdictions outside of the City of Reading. This includes Reading fire units who will go responding on these Talk Groups and maintain all normal communications on these Talk Groups.

EMS System Users responding on fire calls (fire scene standbys, CO calls, hazmats, accidents [**THIS INCLUDES ACCIDENTS WHERE FIRE HAS NOT BEEN DISPATCHED**], rescues, etc.) outside the City of Reading shall utilize the appropriate Fire Hailing Talk Group when responding and for all normal communications in order to facilitate ease of communication between the fire and assisting EMS units.

BerksFireA and BerksFireB represent the primary methods of communication between DES and non-Reading fire System Users. When fire System Users are responding to incidents not located with a jurisdiction assigned to a FCZ (eg. an out of county mutual aid response) they shall utilize their normal primary Fire Hailing Talk Group unless otherwise directed by DES.

Rdg FireOps1 will be used for all status keeping and normal communications during fire responses when any fire unit is dispatched into the City of Reading. This includes non-Reading fire units who will go responding on this Talk Group and maintain all normal communications on this Talk Group.

EMS System Users responding on fire calls (fire scene standbys, CO calls, hazmats, accidents, rescues, etc.) in the City of Reading shall utilize Rdg FireOps1 when responding and for all normal communications in order to facilitate ease of communication between the fire and assisting EMS units.

Rdg FireOps1 represents the primary method of communication between DES and Reading Fire System Users.

3.0 PROCEDURE

- 3.1 Encryption
 - 3.1.1 All Fire Hailing Talk Groups are unencrypted.
- 3.2 Coverage
 - 3.2.1 All Fire Hailing Talk Groups are broadcast on both South and North Sites.
- 3.3 Availability
 - 3.3.1 All public safety radios provisioned on the system have access to all of these Talk Groups
 - 3.3.2 All Fire Hailing Talk Groups are recorded and continuously monitored by Berks DES.
- 3.4 Usage
 - 3.4.1 Units dispatched to fire calls for service shall utilize one of these three Talk Groups for the purpose of communications and status keeping.
 - 3.4.1.1 Status keeping for calls that involve multiple units having been dispatched (the vast majority of calls) shall only be maintained for:
 - 3.4.1.1.1 All primary response units (apparatus).
 - 3.4.1.1.2 Officers (Chief and Line) – when not responding on apparatus.
 - 3.4.1.1.2.1 Primary Agency Having Jurisdiction – All officers from the primary agency having jurisdiction may, but are not required to, maintain status with DES except that, if an officer is the first unit arriving on location and establishes command, they must go “on location” with DES.
 - 3.4.1.1.2.2 Mutual Aid Agencies – Officers from mutual aid agencies shall not maintain status with DES except if a mutual aid officer is the first unit arriving on location and establishes command.
 - 3.4.1.1.3 Fire Police (officers and rank and file) – shall not maintain status when involved in incidents where other units from their agency have been dispatched. When responding on fire police only calls, refer to the policy on FIRE POLICE HAILING TALK GROUP for guidance.
 - 3.4.1.2 Acceptable status keeping conditions are:
 - 3.4.1.2.1 In service (this transaction is normally done by telephone and only during extenuating circumstances will this be performed on the radio)
 - 3.4.1.2.2 Responding (should include an announcement of the number of total responders on board including the driver)
 - 3.4.1.2.3 On Location (specifics may be provided if beneficial to incident management)
 - 3.4.1.2.4 Assuming Command (must include a location of the ICP)
 - 3.4.1.2.5 Available
 - 3.4.1.2.5.1 Additional detail may be provided as necessary for the purpose of record-keeping (eg. “on orders of XXX”, etc.)
 - 3.4.1.2.6 Clear but Busy (reason for busy should be offered)

- 3.4.1.2.7 Out of Service (this transaction is normally done by telephone and only during extenuating circumstances will this be performed on the radio).
- 3.4.1.2.8 The following statuses shall not be reported to DES:
 - 3.4.1.2.8.1 At Station for any unit
 - 3.4.1.2.8.2 On Radio (training, fuel, admin details, etc.) for any unit
 - 3.4.1.2.8.3 Any status for any fire police unit EXCEPT when the dispatch is for fire police only [Refer to Fire Police Hailing Talk Group].
- 3.4.2 Units that initiate communications on the wrong Fire Hailing Talk Group shall be directed to the correct Operations or Hailing Talk Group as appropriate.
- 3.4.3 Most incident communications to DES and among responding units shall remain on the designated Hailing Talk Group, even when there are multiple minor incidents on-going on the Talk Group at the same time.
- 3.4.4 Patching shall not be done between the Fire Hailing Talk Groups and Interoperability Channels for the purpose of integrating non-System Users.
 - 3.4.4.1 In these circumstances, the incident shall be moved to an Operations Talk Group before the Patch is established.
- 3.5 Mayday Operations on Hailing Talk Groups
 - 3.5.1 Although it is unlikely, in the event that the incident communications where the Mayday is declared was being conducted on a Hailing Talk Group, that Talk Group shall be reserved for the Mayday Operation.
 - 3.5.1.1 The Incident Commander shall immediately request from DES an Operations Talk Group assignment from DES and all incident communications shall be moved to that Operations Talk Group.
 - 3.5.1.2 Any additional dispatches that would have resulted in traffic being added to that Hailing Talk Group will be concluded by announcing that the normal Hailing Talk Group is unavailable and communications shall take place on the other Hailing Talk Group.

Example:

During a brush fire in Alsace Township that is being conducted on Hailing Talk Group BrksFireB, a firefighter declares a Mayday. The Mayday operation remains on BrksFireB. The incident communications would be moved to BrksFireOps1.

A dumpster fire is reported in Oley Township. Normally the units responding would communicate on BrksFireB. Because BrksFireB is committed to the Mayday, DES will conclude the dispatch by directing the units being dispatched to Oley to communicate on BrksFireA.

FIRE POLICE HAILING TALK GROUP

rev. May 1, 2014

1.0 SCOPE

There are limited interactions necessary between Fire Police System Users and the DES Communications Center. For the purpose of accommodating these interactions, there is a Fire Police Hailing Talk Group provisioned on the system.

2.0 POLICY

The limited status keeping permissible for Fire Police units, and any Fire Police hailing of DES during day to day fire police operations in Berks County, will take place on a Fire Police Hailing Talk Group called Fire Pol CW (Fire Police Countywide).

Except in the highly unusual event of a geographically large event, no Fire Police operations shall take place on this Talk Group.

Unit to unit hailing is permissible on this Talk Group.

3.0 PROCEDURE

3.1 Encryption

3.1.1 Fire Pol CW is unencrypted.

3.2 Coverage

3.2.1 Fire Pol CW is broadcast on both South and North Sites.

3.3 Availability

3.3.1 All public safety radios provisioned on the system have access to Fire Pol CW.

3.3.2 Fire Pol CW is recorded and continuously monitored by Berks DES.

3.4 Usage

3.4.1 Only the OIC Fire Police unit from the agency having jurisdiction (or from a mutual aid agency if there is no response from the agency having jurisdiction) shall maintain status with Berks DES (See exceptions in 3.4.1.2 below).

3.4.1.1 Acceptable status keeping conditions are:

3.4.1.1.1 Responding

3.4.1.1.2 On Location

3.4.1.1.3 Available and All Fire Police Units Have Cleared

3.4.1.1.3.1 It is the responsibility of the Fire Police OIC to ensure that all Fire Police posts have been cleared before making himself Available.

3.4.1.2 The following statuses shall not be reported to DES:

3.4.1.2.1 At Station

3.4.1.2.2 On Radio (training, fuel, admin details, etc.)

3.4.1.2.3 ANY status of any Fire Police unit including the Fire Police OIC/Group Supervisor for the incident, when the fire police response is in conjunction with a fire company response.

3.4.1.2.3.1 When a call for service begins as a dispatch of an organization as a whole (fire company and fire police) but then subsequently transitions to a fire police only incident (eg. fire apparatus clear, but fire police remain engaged in the incident), the incident shall then be treated as a Fire Police only incident with

command transferred to the Fire Police OIC and that individual shall maintain status with DES.

- 3.4.1.2.4 ANY status of any Fire Police unit not the Fire Police OIC/Group Supervisor for the incident, regardless of the nature of the incident.
- 3.4.2 No other Fire Police units shall hail DES on this channel except in the event of an emergency situation (eg. immediate need for police, EMS, etc.).
- 3.4.3 Upon going responding, or at such time as the OIC believes that incident operations will require multiple unit inter-communications, the Fire Police OIC shall request a Fire Police Operations Talk Group or a Tactical Channel from DES.
 - 3.4.3.1 DES shall announce on Fire Pol CW, "Fire Police operations for the incident at XXX shall be conducted on ZZZ" where XXX is the location of the incident or event and ZZZ is the Fire Police Operations Talk Group or Tactical Channel to be used for traffic coordination.
 - 3.4.3.2 All unit to unit communication shall be conducted on the assigned Fire Police Operations Talk Group or Tactical Channel.
 - 3.4.3.2.1 When necessary for operational efficiency, the Incident Commander or the Fire Police OIC may request additional Operations Talk Groups or Tactical Channels from DES.
 - 3.4.3.2.2 There may be times when multiple incidents are operated on the same Fire Police Operations Talk Group.
- 3.4.4 Units that initiate communications erroneously on Fire Pol CW shall be directed to the correct Operations Talk Group or Tactical Channel as appropriate.

FIRE OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Capacity exists in the Radio System to allow special functions, events or incident specific traffic to be moved off of the primary Hailing Talk Groups and onto Operations Talk Groups.

2.0 POLICY

A number of Talk Groups have been developed specifically for fire agencies to conduct incident communications. These operations could be a significant event to which the agencies were dispatched or some type of scheduled special event or detail.

Additionally, Operations Talk Groups have been provisioned for non-incident operations.

These Talk Groups shall be utilized when it is prudent to do so in order to conserve primary system resources (Hailing Talk Groups).

3.0 PROCEDURE

- 3.1 Use of Non-Incident Operations Talk Groups need not be coordinated through DES
- 3.2 Use of Incident Operations Talk Groups shall be coordinated through DES.
 - 3.2.1 On the direction of the coordinating Radio Operator, or on approval of the coordinating Radio Operator when the Incident Commander requests such a change, communications for an incident may be moved from the Hailing Talk Group to an Operations Talk Group
 - 3.2.1.1 Subsequent units dispatched to the incident shall be directed to the designated Operations Talk Group.
 - 3.2.1.2 Errant communications related to the incident shall be redirected by DES to the correct Operations Talk Group.
- 3.3 Encryption
 - 3.3.1 All Fire Operations Talk Groups are unencrypted..
- 3.4 Coverage
 - 3.4.1 Talk Group specific and defined in 3.5 below.
- 3.5 Availability
 - 3.5.1 All public safety radios provisioned on the system have access to all of these Talk Groups (with the exception of BrksFTCAAdmin as described below)..
 - 3.5.2 Fire Operations TGs are recorded and Available on the console system but not monitored by DES.
- 3.6 Fire Operations Talk Groups exist as follows:
 - 3.6.1 Incident Operations Talk Groups
 - 3.6.1.1 City
 - 3.6.1.1.1 Rdg FireOps2, Rdg FireOps3, and Rdg FireOps4 (Reading Fire Ops 2 through 4)
 - 3.6.1.1.1.1 These Talk Group have South Site only coverage.
 - 3.6.1.1.1.2 Rdg FireOps2, Rdg FireOps 3, and Rdg FireOps 4 are the primary Operations Talk Groups for use during fire incidents/events in the City of Reading.
 - 3.6.1.2 County
 - 3.6.1.2.1 BrksFireOps1, BrksFireOps2, BrksFireOps3, BrksFireOps4, BrksFireOps5, BrksFireOps6, (Berks Fire Ops 1 through 6)

- 3.6.1.2.1.1 These Talk Group have both North and South Site coverage.
- 3.6.1.2.1.2 These Talk Groups are the primary Operations Talk Groups for use during fire incidents/events outside of the City of Reading.
- 3.6.2 Non-Incident Operations Talk Groups
 - 3.6.2.1 Field Training
 - 3.6.2.1.1 North Site
 - 3.6.2.1.1.1 BrksFirTrgN1 (Berks Fire Training North 1) and BrksFirTrgN2 (Berks Fire Training North 2) have North Site coverage only.
 - 3.6.2.1.1.2 These Talk Groups are to be used for training operations in North Site geography.
 - 3.6.2.1.2 South Site
 - 3.6.2.1.2.1 BrksFirTrgS1 (Berks Fire Training South 1) and BrksFirTrgS2 (Berks Fire Training South 2) have South Site coverage only.
 - 3.6.2.1.2.2 These Talk Groups are to be used for training operations in South Site geography.
 - 3.6.2.2 Fire Training Center
 - 3.6.2.2.1 BrksFTCTrg1 (Berks FTC Training1) and BrksFTCTrg2 (Berks FTC Training2) and BrksFTCAAdmin (Berks FTC admin) have South site coverage only.
 - 3.6.2.2.1.1 BrksFTCTrg 1 and 2 are to be used for training operations taking place at the Fire Training Center. Their use is to be coordinated with facility staff.
 - 3.6.2.2.1.2 BrksFTCAAdmin is for use by instructors, facilitators and facility staff at the Fire Training Center. This Talk Group is Available only in radios provisioned specifically for use at the Fire Training Center.
- 3.7 Mayday Operations on Operations Talk Groups
 - 3.7.1 When a Mayday is called on an Operations Talk Group, all incident communications shall be moved back to the Hailing Talkgroup from which it originated. ONLY the communications related to the Mayday Operation shall be conducted on the original Operations Talk Group.
 - 3.7.2 At such time as the Incident Commander requests, DES shall assign a second Operations Talk Group for the regular incident communications and shall assist in getting the units moved to that assigned Talk Group.

FIRE POLICE OPERATIONS TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

Fire Police operations often require significant unit to unit radio communications to be conducted effectively. For this reason, multiple Fire Police Operations Talk Groups have been provisioned on the system.

2.0 POLICY

A number of Talk Groups have been developed specifically for Fire Police System Users to conduct incident communications. These operations could be a significant event to which the agencies were dispatched or some type of scheduled special event or detail.

3.0 PROCEDURE

- 3.1 Use of Operations Talk Groups shall be coordinated through DES.
 - 3.1.1 On the direction of the coordinating Radio Operator, or on approval of the coordinating Radio Operator when the Incident Commander or Fire Police OIC so requests, Fire Police communications for an incident may be conducted on a Fire Police Operations Talk Group
 - 3.1.1.1 Errant communications related to the incident shall be redirected by DES to the correct Operations Talk Group.
- 3.2 Encryption
 - 3.2.1 All Fire Operations Talk Groups are unencrypted..
- 3.3 Coverage
 - 3.3.1 Talk Group specific and defined in 3.5 below.
- 3.4 Availability
 - 3.4.1 All public safety radios provisioned on the system have access to all of these Talk Groups.
 - 3.4.2 Fire Operations TGs are recorded and Available on the console system but not monitored by DES.
- 3.5 Fire Police Operations Talk Groups exist as follows:
 - 3.5.1 South Site
 - 3.5.1.1 FP Ops S1 (Fire Police Ops South 1)
 - 3.5.1.1.1 This Talk Group has South Site only coverage.
 - 3.5.1.1.2 FP Ops S1 is the primary Operations Talk Group for use during Fire Police incidents/events in South Site coverage.
 - 3.5.1.2 FP Ops S2 (Fire Police Ops South 2)
 - 3.5.1.2.1 This Talk Group has South Site only coverage.
 - 3.5.1.2.2 FP Ops S2 is the secondary Operations Talk Group for use during Fire Police incidents/events in South Site coverage.
 - 3.5.2 North Site
 - 3.5.2.1 FP Ops N1 (Fire Police Ops North 1)
 - 3.5.2.1.1 This Talk Group has North Site only coverage.
 - 3.5.2.1.2 FP Ops N1 is the primary Operations Talk Group for use during Fire Police incidents/events in North Site coverage.
 - 3.5.2.2 FP Ops N2 (Fire Police Ops North 2)
 - 3.5.2.2.1 This Talk Group has North Site only coverage.
 - 3.5.2.2.2 FP Ops N2 is the secondary Operations Talk Group for use during Fire Police incidents/events in North Site coverage.

FIRE ADMINISTRATIVE TALK GROUPS

rev. April 30, 2014

1.0 SCOPE

In order to provide convenience for fire System Users, (2) two Fire Administrative Talk Groups have been provisioned in the system for general use of fire service agencies in Berks County.

Additionally, due to the needs dictated by its size and structure, a "Command Officer" Talk Group has been provisioned for use by certain employees of the City of Reading Fire Department.

2.0 POLICY

Any fire agency business (including Fire Police) that would be disruptive to emergency operations on the Fire or Fire Police Hailing Talk Groups shall be conducted on the Fire Administrative Talk Groups (eg. business matters, coordination of personnel going to staff/drive apparatus after a dispatch, etc.).

Fire System Users will conduct business that traditionally had been conducted on agency owned conventional channels on these System Talk Groups.

These Talk Groups may also be used for unit to unit coordination.

These resources are shared among a large System User base, and cooperation is required to maximize their availability for all interested parties.

3.0 PROCEDURE

3.1 Fire Administrative Talk Groups

3.1.1 General Fire Administrative Talk Groups are BrksFireAdmN (Berks Fire Admin North) and BrksFireAdmS (Berks Fire Admin South).

3.1.2 The City of Reading Fire Officer Administrative Talk Group is RdgFireCmd (Reading Fire Command).

3.2 Encryption

3.2.1 All Fire Administrative Talk Groups are unencrypted.

3.3 Coverage

3.3.1 BrksFireAdmN is broadcast in the North Site only.

3.3.2 BrksFireAdmS is broadcast in the South Site only.

3.3.3 RdgFireCmd is broadcast in both the North and South Sites.

3.4 Availability

3.4.1 All public safety radios are provisioned with both BrksFireAdm1 and 2.

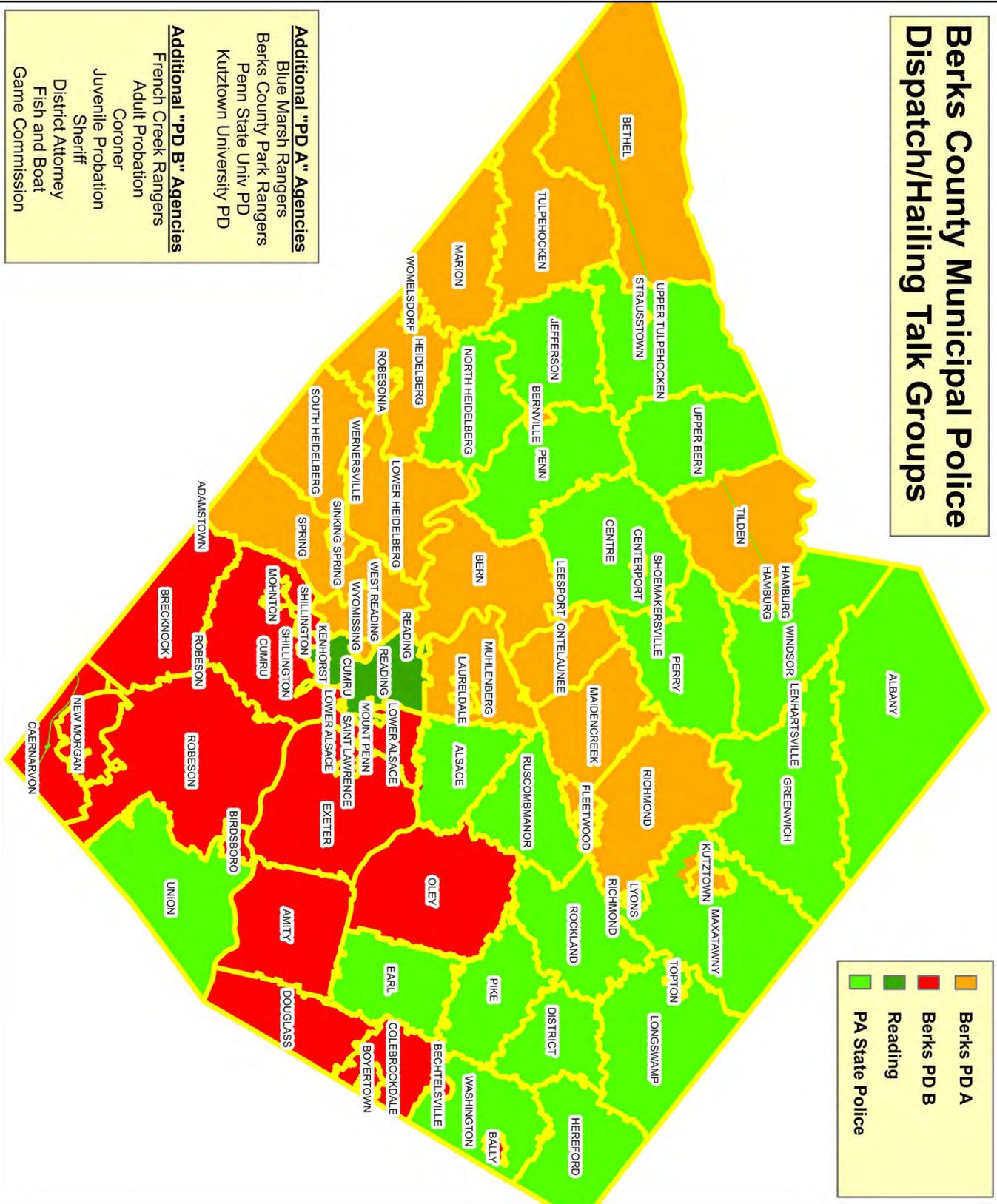
3.4.2 Certain radios identified by agency leadership as requiring the functionality are provisioned with RdgFireCmd.

3.4.3 Fire Administrative Talk Groups are recorded and Available on the console system but not monitored by DES.

3.5 It is expected that agencies will self-police for conduct on these Talk Groups. However, they are being transmitted over County licensed channels and therefore no conduct that is unprofessional or in violation of FCC regulations will be tolerated.

APPENDICES

Berks County Municipal Police Dispatch/Hailing Talk Groups



Additional "PD A" Agencies

- Blue Marsh Rangers
- Berks County Park Rangers
- Penn State Univ PD
- Kutztown University PD

Additional "PD B" Agencies

- French Creek Rangers
- Adult Probation
- Coroner
- Juvenile Probation
- Sheriff
- District Attorney
- Fish and Boat
- Game Commission

APPENDIX C – SUMMARY OF PEIRS REPORTABLE INCIDENTS

rev. April 30, 2014

NOTE – This is a summary of the incident types that are reportable to the Pennsylvania Emergency Incident Reporting System. For a full version of the PEIRS directive, go to www.state.pa.us.

HAZARDOUS MATERIALS

Chemical Releases/Spills
Bio-Hazardous Waste Spills
Corrosive Materials Releases/Spills
Explosions
Flammable Liquid and Solid Releases/Spills
Mine Drainage Discharges and Blowouts
Natural Gas Releases
Chemical Pipeline Breaks/Leaks
Chemical Tank Leaks/Spills
Toxic Material/Infectious Substance Releases/Spills
Hazardous Waste Material Spills
Theft or Loss of Extremely Hazardous Substance Chemicals

PETROLEUM PRODUCT/OTHER SPILLS AND RELEASES

Petroleum Product Spills
Diesel Fuel Spills
Gas Well Release/Oil Well Spills
Gasoline Spills
Heating Oil Spills
Kerosene Spills
Oil Sheen/Slick
Oil Spills
Pipeline Breaks/Leaks
Storage Tank Leaks/Spills
Non-hazardous Waste Spills Asphalt Spill

FIRE

Explosions
Fires involving Church/Religious Property
Firefighter Death/Injury Gas Well/Oil Well Fires Mine Fires
Refinery Fires Smoke Conditions Structure Fires Tire Fires
Tunnel Fires
Wild/Forest Fires School Fire Junkyard Fire

ADVERSE WEATHER

Floods, Flash Floods Heavy Snow/Blizzards High Winds Hurricanes
Ice Jams
Ice Storms
Severe Thunderstorms
Tornados
State Office Closings

GEOLOGICAL EMERGENCY/EARTHQUAKES

Ground Subsidence Landslides/Mudslides Mine Subsidence Rock Slides Sinkholes

NUCLEAR/RADIOLOGICAL REFERENCES:

Event of Potential Public Interest
(EPPI)
Nuclear Power Plant Emergency Classification Level
Radiological Transportation Accidents
Radiological Waste Releases/Spills
Theft or Loss of a Radiological Source
Security Incidents

EXPLOSIVES

Blasting Caps Found
Commercial Explosive Found/Lost/Stolen Dynamite (Found/Lost/Stolen)
Explosive Ordnance Disposal (EOD) Unit Response
Military Ordnance Found

MEDICAL SERVICES EMERGENCY

*Evacuation of Patients/Residents of an Institution
*Outbreak of Disease/Epidemics
*Mass Casualty Incidents
*Strike of Health Care Personnel EMS death/injury
Work Stoppage

SEARCH AND RESCUE

Activation of USAR PATF-1/USAR Strike Team
Amber Alert
Cave, Well, Mine and Confined Space Incidents
Civil Air Patrol Missions Collapsed Building, Urban SAR Responses
Emergency Locator Transmitter (ELT) Beacon Activations
Missing Aircraft
Missing Persons, Wilderness SAR Trench Rescues

TERRORIST ACTIVITY

Bomb/Homemade Device Found Bomb Threat Received
Breach of Security
Computer System/Cyber Attacks Hostage Situations
Sabotage
School Violence/Threats of Violence Suspected Terrorist Activity

CIVIL DISORDER

Mobilization of State Police or National Guard
Prison Escapes/Disturbance/Riots Protest/Demonstrations
Riots

TRANSPORTATION EMERGENCY AIRCRAFT ACCIDENTS

Milk Spill
Multiple-Vehicle Accidents Public Airport Closings Affecting
Commercial Air Transportation
Road /Bridge Closures
School or Commercial Bus Accidents Vessels Aground, Sinkings,
Cargo Releases/Spills Train Derailments
Train Pedestrian or Vehicle Incidents Vehicle Waivers/Permits

UTILITY EMERGENCY DAM FAILURES

Energy Shortage: (Oil, Gas, Propane, Coal, Kerosene, Electrical)

Nuclear Plant Unplanned Outages

Power Failures

Telephone Failures

Water Main Breaks

Water Supply/Well Contamination

AGRICULTURAL/ANIMAL EMERGENCY

Animal Health

Fish Kills

Food Safety

Non-domestic Animal Incident

Plant Industry/Fertilizer/Pesticide

Pesticide Releases/Spills West Nile Virus

AERIAL ACTIVITY

Agricultural spraying

Blackfly Spraying

Fire Fighting Operations

Gypsy Moth Spraying

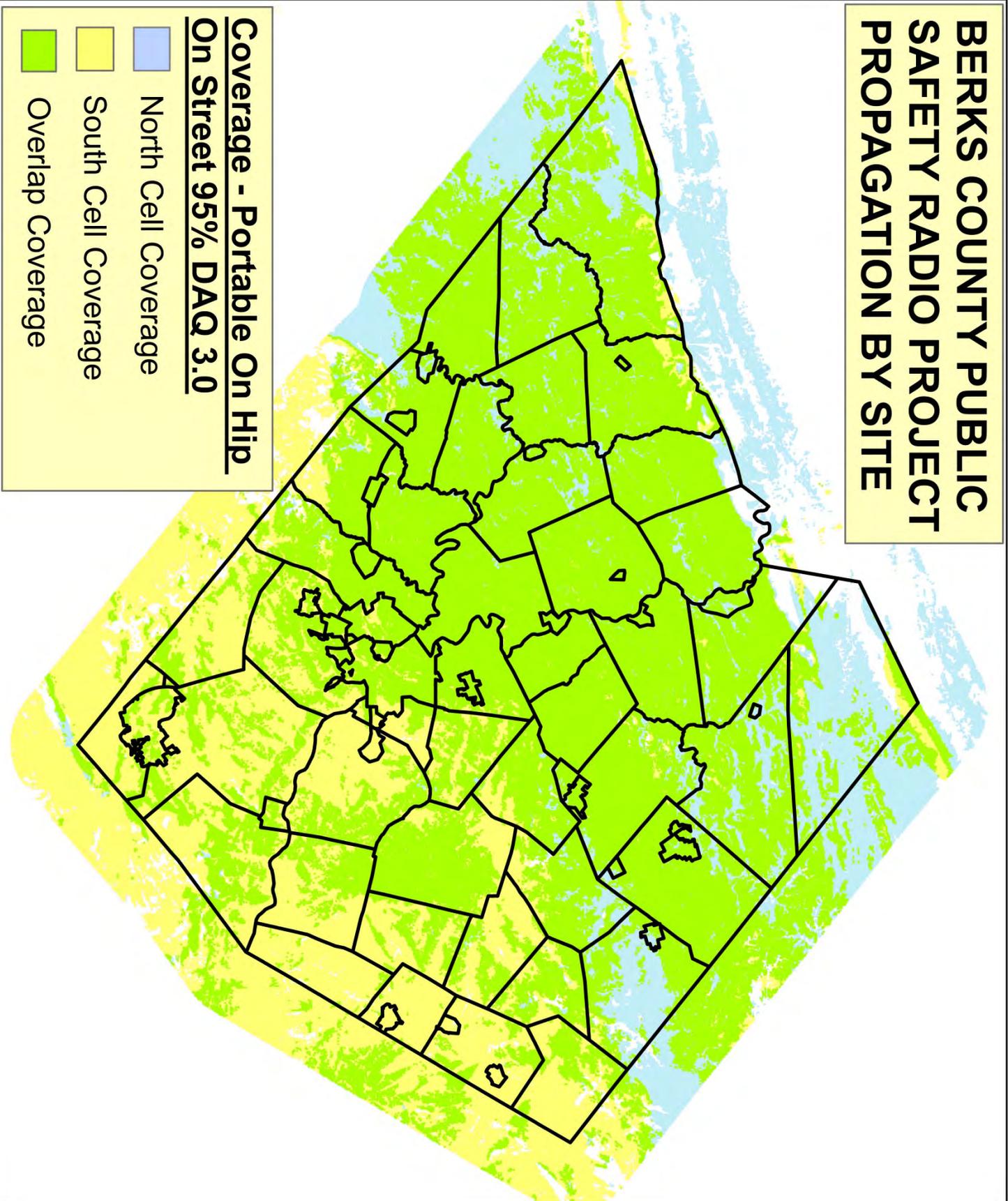
Mosquito Spraying

Rabies Bait Drop Pipeline/Power Line Inspection Special Aircraft Flyover

OTHER EVENTS AND SPECIAL

Any incident not covered above but otherwise considered reportable

**BERKS COUNTY PUBLIC
SAFETY RADIO PROJECT
PROPAGATION BY SITE**



**Coverage - Portable On Hip
On Street 95% DAQ 3.0**

-  North Cell Coverage
-  South Cell Coverage
-  Overlap Coverage

APPENDIX E – TALK GROUP DATA SUMMARY

rev. October 1, 2014

TG Discipline Owner	Talk Group Name	Talk Group Name Top Display	Fail Soft Channel	Sites	Priority Monitor	Emergency Handling	Encryption
Admin and Maint	County EMERG	CntyEMER	None	N & S	Y	Tactical	N/A
Admin and Maint	Rdg EMERG	RdgEMERG	None	S	Y	Tactical	N/A
Admin and Maint	CWIntraOp	CWIntrOp	None	N & S	Y	Tactical	N/A
Admin and Maint	RdgIntraOp	RdgltrOp	None	S	Y	Rdg EMERG	N/A
Admin and Maint	TelePatchAES	TPtchAES	None	N & S	N	None	AES
Admin and Maint	TelePatchADP	TPtchADP	None	N & S	N	None	ADP
Admin and Maint	POP25 N 1	POP25N1	None	N	N	None	N/A
Admin and Maint	POP25 N 2	POP25N2	None	N	N	None	N/A
Admin and Maint	POP25 N 3	POP25N3	None	N	N	None	N/A
Admin and Maint	POP25 N 4	POP25N4	None	N	N	None	N/A
Admin and Maint	POP25 S 1	POP25S1	None	S	N	None	N/A
Admin and Maint	POP25 S 2	POP25S2	None	S	N	None	N/A
Admin and Maint	POP25 S 3	POP25S3	None	S	N	None	N/A
Admin and Maint	POP25 S 4	POP25S4	None	S	N	None	N/A
Admin and Maint	POP25 S 5	POP25S5	None	S	N	None	N/A
Admin and Maint	POP25 S 6	POP25S6	None	S	N	None	N/A
Admin and Maint	POP25 S 7	POP25S7	None	S	N	None	N/A
Admin and Maint	POP25 S 8	POP25S8	None	S	N	None	N/A
Admin and Maint	Rad Maint N	RadMnt N	None	N	N	County EMERG	N/A
Admin and Maint	Rad Maint S	RadMnt S	None	S	N	County EMERG	N/A
Admin and Maint	Rad Maint CW	RadMntCW	None	N & S	N	County EMERG	N/A
City EMS	Rdg EMSDisp	RdgEDisp	S4	N & S	Y	None	N/A
City EMS	Rdg EMSOps1	RdgEOps1	S4	S	Y	Tactical	N/A
City EMS	Rdg EMSOps2	RdgEOps2	S4	S	Y	Tactical	N/A
City EMS	Rdg EMSAdmin	RdgEAdm	S4	S	N	Tactical	N/A
City Fire	Rdg FireCmd	RdgFCmd	S3	S	N	Rdg EMERG	N/A
City Fire	Rdg FireDisp	RdgFDisp	S3	N & S	Y	None	N/A
City Fire	Rdg FireOps1	RdgFOp1	S3	N & S	Y	Tactical	N/A
City Fire	Rdg FireOps2	RdgFOp2	S3	S	Y	Tactical	N/A
City Fire	Rdg FireOps3	RdgFOp3	S3	S	Y	Tactical	N/A
City Fire	Rdg FireOps4	RdgFOp4	S3	S	Y	Tactical	N/A
City Police	Rdg PD Cmd	RdgPCmd	S6	S	N	Rdg PD Disp	AES
City Police	Rdg PD Supr	RdgPSup	S6	S	N	Rdg PD Disp	AES
City Police	Rdg PD Disp	RdgPDisp	S6	N & S	Y	Tactical	AES
City Police	Rdg PD SCOPE	RdgSCOPE	S6	N & S	Y	Rdg PD Disp	AES
City Police	Rdg PD Ops1	RdgPOps1	S6	S	Y	Tactical	AES
City Police	Rdg PD Ops2	RdgPOps2	S6	S	N	Tactical	AES
City Police	Rdg PD Ops3	RdgPOps3	S6	S	N	Tactical	AES
City Police	Rdg PD Admin	RdgPAdm	S6	S	N	Rdg PD Disp	AES
City Police	Rdg Vice 1	RdgVice1	S6	S	N	Tactical	AES
City Police	Rdg Vice 2	RdgVice2	S6	S	N	Rdg Vice 1	AES
City Police	Rdg Vice 3	RdgVice3	S6	S	N	Rdg Vice 1	AES
City Police	Rdg PD CI	RdgPCI	S6	S	N	Rdg PD Disp	AES
City Police	Rdg PD Trfc	RdgPTRfc	S6	S	N	Rdg PD Disp	AES
City Police	Rdg PD EOD	RdgPEOD	S6	S	N	Tactical	AES
City Public Works	Rdg Codes	RdgCodes	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg Engineer	RdgEngnr	S7	S	N	Rdg EMERG	N/A

TG Discipline Owner	Talk Group Name	Talk Group Name Top Display	Fail Soft Channel	Sites	Priority Monitor	Emergency Handling	Encryption
City Public Works	Rdg Fleet	RdgFleet	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg Parks	RdgPrks	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg WWTP	RdgWWTP	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg Sewer	RdgSewr	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg Streets	RdgStrts	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg Water	RdgWater	S7	S	N	Rdg EMERG	N/A
City Public Works	RdgSlidWaste	RdgSolid	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg PW Ops	RdgPWOps	S7	S	N	Rdg EMERG	N/A
City Public Works	Rdg Rec	RdgRecrn	None	S	N	Rdg EMERG	N/A
Conv. Interfaces	L/L IOp	33IOp	None	N & S	N	Tactical	N/A
Conv. Interfaces	L/H IOp	46IOp	None	N & S	N	Tactical	N/A
Conv. Interfaces	VCall10 IOp	VCall10	None	N & S	N	Tactical	N/A
Conv. Interfaces	VTac14 IOp	VTac14	None	N & S	N	Tactical	N/A
Conv. Interfaces	NatPD IOp	NatPD	None	N & S	N	Tactical	N/A
Conv. Interfaces	.295 IOp	.295 IOp	None	N & S	N	Tactical	N/A
Conv. Interfaces	.070 IOp	.070 IOp	None	N & S	N	Tactical	N/A
Conv. Interfaces	UCall40 IOp	UCall40	None	N & S	N	Tactical	N/A
Conv. Interfaces	UTac41 IOp	UTac41	None	N & S	N	Tactical	N/A
Conv. Interfaces	UTac42 IOp	UTac42	None	N & S	N	Tactical	N/A
Conv. Interfaces	BrksKnox	BksKnox	None	N & S	N	Tactical	N/A
Conv. Interfaces	8Call90 IOp	8Call90	None	N & S	N	Tactical	N/A
Conv. Interfaces	8Tac91 IOp	8Tac91	None	N & S	N	Tactical	N/A
Conv. Interfaces	8Tac92 IOp	8Tac92	None	N & S	N	Tactical	N/A
Conv. Interfaces	8Tac93 IOp	8Tac93	None	N & S	N	Tactical	N/A
Conv. Interfaces	DES Mt Penn	DES MP	None	N & S	N	Tactical	N/A
Conv. Interfaces	DES Earl	DES Earl	None	N & S	N	Tactical	N/A
Conv. Interfaces	DES Centre	DES Cent	None	N & S	N	Tactical	N/A
Conv. Interfaces	DES NewTrip	DES Trip	None	N & S	N	Tactical	N/A
Disaster/Event	Disaster N1	DisastN1	N3	N	Y	Tactical	N/A
Disaster/Event	Disaster N2	DisastN2	N3	N	Y	Tactical	N/A
Disaster/Event	Disaster N3	DisastN3	N3	N	Y	Tactical	N/A
Disaster/Event	Disaster N4	DisastN4	N3	N	Y	Tactical	N/A
Disaster/Event	Disaster N5	DisastN5	N3	N	Y	Tactical	N/A
Disaster/Event	Disaster S1	DisastS1	S5	S	Y	Tactical	N/A
Disaster/Event	Disaster S2	DisastS2	S5	S	Y	Tactical	N/A
Disaster/Event	Disaster S3	DisastS3	S5	S	Y	Tactical	N/A
Disaster/Event	Disaster S4	DisastS4	S5	S	Y	Tactical	N/A
Disaster/Event	Disaster S5	DisastS5	S5	S	Y	Tactical	N/A
Disaster/Event	Disaster CW1	DsastCW1	S9	N & S	Y	Tactical	N/A
Disaster/Event	Disaster CW2	DsastCW2	S9	N & S	Y	Tactical	N/A
Disaster/Event	Disaster CW3	DsastCW3	S9	N & S	Y	Tactical	N/A
Disaster/Event	Disaster CW4	DsastCW4	S15	N & S	Y	Tactical	N/A
Disaster/Event	Disaster CW5	DsastCW5	S15	N & S	Y	Tactical	N/A
County EMS	BrksEMS	BrksEMS	S12	N & S	Y	Tactical	N/A
County EMS	BrksEMSOps 1	EMSOps1	S12	N & S	Y	Tactical	N/A
County EMS	BrksEMSOps 2	EMSOps2	S12	N & S	Y	Tactical	N/A
County EMS	BrksALSHail	ALSHail	None	N & S	N	None	ADP
County EMS	BrksALSPtch1	ALSPtch1	None	N & S	N	None	ADP
County EMS	BrksALSPtch2	ALSPtch2	None	N & S	N	None	ADP
County EMS	BrksALSPtch3	ALSPtch3	None	N & S	N	None	ADP

TG Discipline Owner	Talk Group Name	Talk Group Name Top Display	Fail Soft Channel	Sites	Priority Monitor	Emergency Handling	Encryption
County EMS	SJMCBLSPtch1	SJMCBLS1	None	N & S	N	None	ADP
County EMS	SJMCBLSPtch2	SJMCBLS2	None	N & S	N	None	ADP
County EMS	RHTCBLSPtch1	RHTCBLS1	None	N & S	N	None	ADP
County EMS	RHTCBLSPtch2	RHTCBLS2	None	N & S	N	None	ADP
County EMS	PotsBLSPtch1	PotsBLS1	None	N & S	N	None	ADP
County EMS	BrksEMSAdm1	EMSAdm1	None	N & S	N	County EMERG	N/A
County EMS	BrksEMSAdm2	EMSAdm2	None	N & S	N	County EMERG	N/A
County Fire	BrksFireA	BrkFireA	S13	N & S	Y	Tactical	N/A
County Fire	BrksFireB	BrkFireB	S13	N & S	Y	Tactical	N/A
County Fire	BrksFirOps 1	FireOps1	S14	N & S	Y	Tactical	N/A
County Fire	BrksFirOps 2	FireOps2	S14	N & S	Y	Tactical	N/A
County Fire	BrksFirOps 3	FireOps3	S14	N & S	Y	Tactical	N/A
County Fire	BrksFirOps 4	FireOps4	S14	N & S	Y	Tactical	N/A
County Fire	BrksFirOps 5	FireOps5	S14	N & S	Y	Tactical	N/A
County Fire	BrksFirOps 6	FireOps6	S14	N & S	Y	Tactical	N/A
County Fire	BrksFirAdm N	FireAdmN	None	N	N	County EMERG	N/A
County Fire	BrksFirAdm S	FireAdmS	None	S	N	County EMERG	N/A
County Fire	BrksFirTrgN1	FirTrgN1	None	N	N	Tactical	N/A
County Fire	BrksFirTrgN2	FirTrgN2	None	N	N	Tactical	N/A
County Fire	BrksFirTrgS1	FirTrgS1	None	S	N	Tactical	N/A
County Fire	BrksFirTrgS2	FirTrgS2	None	S	N	Tactical	N/A
County Fire	BrksFTCTrg1	FTC1	None	S	N	Tactical	N/A
County Fire	BrksFTCTrg2	FTC2	None	S	N	Tactical	N/A
County Fire	BrksFTCAdmin	FTCAdm	None	S	N	County EMERG	N/A
County Fire	Fire Pol CW	FirPolCW	S8	N & S	Y	County EMERG	N/A
County Fire	FP Ops N1	FirPolN1	N8	N	Y	County EMERG	N/A
County Fire	FP Ops N2	FirPolN2	N8	N	Y	County EMERG	N/A
County Fire	FP Ops S1	FirPolS1	S8	S	Y	County EMERG	N/A
County Fire	FP Ops S2	FirPolS2	S8	S	Y	County EMERG	N/A
County Police	BrksPDDispA	PDDispA	S16	N & S	Y	Tactical	AES
County Police	BrksPDDispB	PDDispB	S16	N & S	Y	Tactical	AES
County Police	Law Ops N1	LawOpsN1	N3	N	Y	Tactical	AES
County Police	Law Ops N2	LawOpsN2	N3	N	Y	Tactical	AES
County Police	Law Ops S1	LawOpsS1	S2	S	Y	Tactical	AES
County Police	Law Ops S2	LawOpsS2	S2	S	Y	Tactical	AES
County Police	Law OpsCW	LawOpsCW	S16	N & S	Y	Tactical	AES
County Police	BksPDIntraOp	PDIntrOp	S16	N & S	Y	Tactical	AES
County Police	Brks SCOPE1	SCOPE1	S16	N & S	Y	BrksPDDispA	AES
County Police	Brks SCOPE2	SCOPE2	S16	N & S	Y	BrksPDDispB	AES
County Police	BrksConstab	Constabl	None	N & S	N	County EMERG	AES
County Police	SEBrksRegPD	SEBrksPD	S2	S	Y	BrksPDDispB	AES
County Police	KutztwnRegPD	KtownPD	N2	N	Y	BrksPDDispA	AES
County Police	TulpRegPD	TulpPD	N2	N	Y	BrksPDDispA	AES
County Police	SthBrksRegPD	SthBrkPD	S2	S	Y	BrksPDDispB	AES
County Police	ByrtwnRegPD	ByrtwnPD	S2	S	Y	BrksPDDispB	AES
County Police	MfflinRegPD	MiflinPD	S2	S	Y	BrksPDDispB	AES
County Police	ExeterRegPD	ExeterPD	S2	S	Y	BrksPDDispB	AES
County Police	HmburgRegPD	HmburgPD	N2	N	Y	BrksPDDispA	AES
County Police	WBerksRegPD	WBrksPD	S2	S	Y	BrksPDDispA	AES
County Police	Ktown U PD	KU PD	N2	N	Y	Tactical	AES

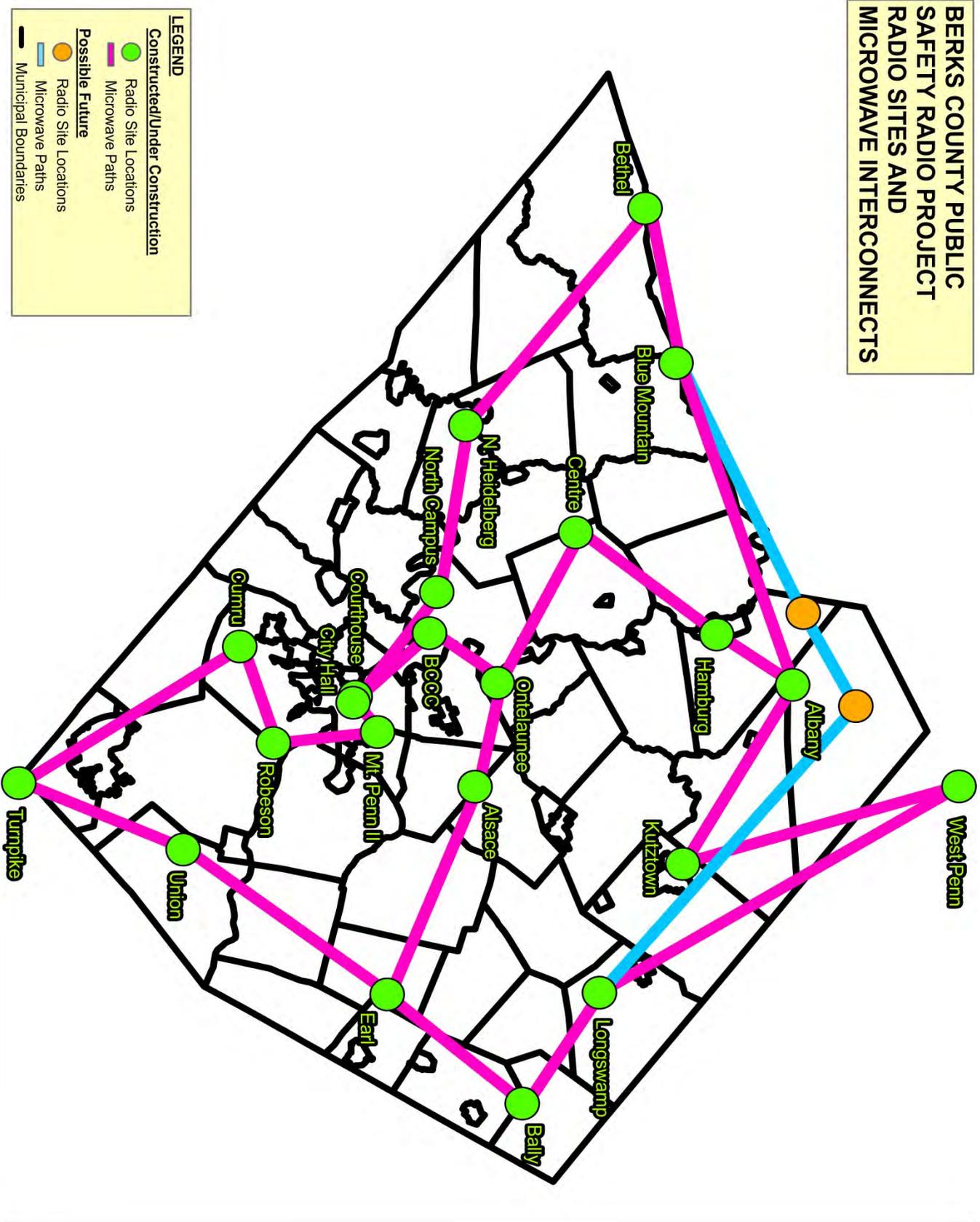
TG Discipline Owner	Talk Group Name	Talk Group Name Top Display	Fail Soft Channel	Sites	Priority Monitor	Emergency Handling	Encryption
County Police	MuhlbrgRegPD	MuhlPD	S2	S	Y	BrksPDDispA	AES
County Police	FiltwoodRegPD	FiltwodPD	N2	N	Y	BrksPDDispA	AES
County Police	BIMrshRegPD	BluMshPD	N2	N	Y	BrksPDDispA	AES
County Police	PenSt BrksPD	PennStPD	S2	S	Y	BrksPDDispA	AES
County Police	SpringRegPD	SpringPD	S2	S	Y	BrksPDDispA	AES
County Police	WyoRegPD	WyoPD	S2	S	Y	BrksPDDispA	AES
County Police	BerksPALaw	BksPALaw	S2	N & S	Y	BrksPDDispB	AES
County P/W	BrksPW R 1	BrksPW1	None	N	N	County EMERG	N/A
County P/W	BrksPW R 2	BrksPW2	None	N	N	County EMERG	N/A
County P/W	BrksPW R 3	BrksPW3	None	N	N	County EMERG	N/A
County P/W	BrksPW R 4	BrksPW4	None	N	N	County EMERG	N/A
County P/W	BrksPW R 5	BrksPW5	None	S	N	County EMERG	N/A
County P/W	BrksPW R 6	BrksPW6	None	S	N	County EMERG	N/A
County P/W	BrksPW R 7	BrksPW7	None	S	N	County EMERG	N/A
County P/W	BrksPW R 8	BrksPW8	None	S	N	County EMERG	N/A
County P/W	BrksPW R 9	BrksPW9	None	S	N	County EMERG	N/A
County P/W	BrksPW R 10	BrksPW10	None	S	N	County EMERG	N/A
County P/W	BrksPW R 11	BrksPW11	None	S	N	County EMERG	N/A
County P/W	BrksPW R 12	BrksPW12	None	S	N	County EMERG	N/A
County P/W	BksPWInrtaOp	BrkPWIOp	None	N & S	N	County EMERG	N/A
County Sheriff	BrksSherCH	SherifCH	S10	S	Y	Tactical	AES
County Sheriff	BrksSherTrl1	SherTrl1	S10	S	Y	BrksSherCH	AES
County Sheriff	BrksSherTrl2	SherTrl2	S10	S	Y	BrksSherCH	AES
County Sheriff	BrksSherWrN1	SfWrnN1	S10	N	Y	Tactical	AES
County Sheriff	BrksSherWrN2	SfWrnN2	S10	N	Y	Tactical	AES
County Sheriff	BrksSherWrN3	SfWrnN3	S10	N	Y	Tactical	AES
County Sheriff	BrksSherWrS1	SfWrnS1	S10	S	Y	Tactical	AES
County Sheriff	BrksSherWrS2	SfWrnS2	S10	S	Y	Tactical	AES
County Sheriff	BrksSherWrS3	SfWrnS3	S10	S	Y	Tactical	AES
County Sheriff	BrksSherPtrl	SfPtrl	S10	N & S	Y	Tactical	AES
County Sheriff	BrksCHEmerg	CHEmerg	S10	S	Y	None	AES
DES	Berks DES	DES	None	N & S	Y	Tactical	N/A
DES	BrksDES Ops1	DESOps1	None	N & S	Y	Tactical	N/A
DES	BrksDES Ops2	DESOps2	None	N & S	Y	Tactical	N/A
DES	BrksDESAdmin	DESAdmin	None	N & S	N	County EMERG	AES
DES	BrksLocalEMA	LocalEMA	S8	N & S	N	County EMERG	N/A
DES	BrksExerCW	ExerCW	None	N & S	N	Tactical	N/A
DES	FlightOps 1	FlgtOps1	S14	N & S	N	Tactical	N/A
DES	FlightOps 2	FlgtOps2	S14	N & S	N	Tactical	N/A
DES	Fire/EMSDisp	F/E Disp	S13	N & S	Y	None	N/A
Othr. City Ser.	Rdg Gnrl Gov	RdgGenGv	S6	S	N	Rdg EMERG	N/A
Othr. City Ser.	Rdg EMA	RdgEMA	S3	S	N	Rdg EMERG	N/A
Othr. City Ser.	Rdg DID 1	RdgDID1	None	S	N	Rdg EMERG	N/A
Othr. City Ser.	Rdg DID 2	RdgDID2	None	S	N	Rdg EMERG	N/A
Othr. County Ser.	Brks Jail	BrksJail	N6	N & S	Y	Tactical	N/A
Othr. County Ser.	BrksJail Mnt	JailMntc	N5	N & S	N	Brks Jail	N/A
Othr. County Ser.	BrksJail Sup	JailSup	N5	N & S	N	Brks Jail	N/A
Othr. County Ser.	BrksJail ERT	JailERT	N5	N & S	Y	Tactical	AES
Othr. County Ser.	BrksJail CRC	JailCRC	N5	N & S	N	Brks Jail	N/A
Othr. County Ser.	BrksJail Off	JailOffS	S8	N & S	N	County EMERG	N/A

TG Discipline Owner	Talk Group Name	Talk Group Name Top Display	Fail Soft Channel	Sites	Priority Monitor	Emergency Handling	Encryption
Othr. County Ser.	Brks APO	BrksAPO	S10	N & S	N	County EMERG	AES
Othr. County Ser.	BrksHeimSec	BrksHeim	N5	N & S	N	County EMERG	N/A
Othr. County Ser.	BrksCoroner	Coroner	S11	N & S	N	County EMERG	N/A
Othr. County Ser.	BrksCHSec	BrkCHSec	S10	S	N	BrksSherCH	N/A
Othr. County Ser.	BrksDA	BrksDA	S10	N & S	Y	County EMERG	AES
Othr. County Ser.	BrksDAOps1	DAOps1	S10	N & S	Y	Tactical	AES
Othr. County Ser.	BrksDAOps2	DAOps2	S10	N & S	Y	Tactical	AES
Othr. County Ser.	BrksMaintDT	MaintDT	S11	S	N	County EMERG	N/A
Othr. County Ser.	BrksMaintC/W	MaintCW	S11	N & S	N	County EMERG	N/A
Othr. County Ser.	Brks JPO	BrksJPO	S10	N & S	N	County EMERG	AES
Othr. County Ser.	Brks IFS	BrksIFS	N7	N	N	Tactical	N/A
Othr. County Ser.	BrksRedCross	RedCross	S11	N & S	N	County EMERG	N/A
Othr. County Ser.	BrksParksRgr	BksPrkRg	S2	N & S	Y	County EMERG	N/A

APPENDIX F – SYSTEM SITE OVERVIEW

rev. April 30, 2014

BERKS COUNTY PUBLIC SAFETY RADIO PROJECT RADIO SITES AND MICROWAVE INTERCONNECTS



LEGEND

Constructed/Under Construction

- Radio Site Locations
- Microwave Paths

Possible Future

- Radio Site Locations
- Microwave Paths

Municipal Boundaries

APPENDIX G – AGENCY RADIO ID SUMMARY

rev. August 26, 2014

BERKS COUNTY DES ASSIGNED AGENCY RADIO IDs				
<u>Law Enforcement Organizations</u>	<u>Agency Number</u>	<u>Municipalities</u>	<u>Agency Number</u>	<u>Fire Organizations</u>
	001		001	Mt. Penn Fire
	002		002	
Blue Marsh Rangers	003		003	
French Creek State Park	004		004	Lower Alsace Fire
Hopewell Park Ranger	005		005	Oley Fire
Berks County Park Ranger	006		006	Monocacy Fire
Berks Youth Detention	007		007	Birdsboro Fire
Berks Adult Probation	008		008	Alsace Manor Fire
Berks Coroner	009		009	Salvation Army Fire
Berks Juv Probation	010		010	Muhlenberg (Goodwill) Fire
DUI Center	011		011	Muhlenberg (Temple) Fire
BCERT	012		012	Blandon Fire
	013		013	Laureldale Fire
Berks County Jail	014		014	
Penn State Berks Police	015		015	
Kutztown Univ. Police	016		016	
Berks County Sheriff	017		017	
Berks County DA	018		018	Western Berks Fire
PA Fish and Boat	019		019	Earl Twp. Fire
PA Game Commission	020		020	
	021	Mt. Penn Borough	021	Topton Fire
	022	St. Lawrence Borough	022	
Central Berks Regional Police	023	Lower Alsace Township	023	Gibraltar Fire
	024	Alsace Township	024	Geigertown Fire
Exeter Township Police	025	Exeter Township	025	Exeter Fire
Amity Township Police	026	Amity Township	026	Robesonia Fire
Douglass Township Police	027	Douglas Township	027	Rehrersburg Fire
	028	Union Township	028	Mt. Aetna Fire
Birdsboro Borough Police	029	Birdsboro Borough	029	Bernville Fire
	030	New Morgan Borough	030	Mt. Pleasant Fire
Robeson Township Police	031	Robeson Township	031	
Caernarvon Township Police	032	Caernarvon Township	032	Walnuttown Fire
Brecknock Township Police	033	Brecknock Township	033	Virginville Fire
Cumru Township Police	034	Cumru Township	034	Ruscombmanor Fire
Mohnton Borough Police	035	Mohnton Borough	035	Lyons Fire
Shillington Borough Police	036	Shillington Borough	036	Shillington Fire
	037	Kenhorst Borough	037	Leesport Fire
West Reading Borough Police	038	West Reading Borough	038	Central Berks Fire
Wyomissing Borough Police	039	Wyomissing Borough	039	Seisholtzville Fire
	040		040	Shoemakersville Fire
	041		041	Shartlesville Fire
	042		042	Cumru Fire
Spring Township Police	043	Spring Township	043	
Sinking Spring Borough Police	044	Sinking Spring Borough	044	Kempton Fire
S. Heidelberg Township Police	045	South Heidelberg Township	045	Fleetwood Fire
Western Berks Regional Police	046	Wernersville Borough	046	Kutztown Fire
	047	Robesonia Borough	047	Womelsdorf Fire

BERKS COUNTY DES ASSIGNED AGENCY RADIO IDs

<u>Law Enforcement Organizations</u>	<u>Agency Number</u>	<u>Municipalities & Local EMAs</u>	<u>Agency Number</u>	<u>Fire Organizations</u>
Heidelberg Township Police	048	Heidelberg Township	048	Wernersville State Hospital Fire
Womelsdorf Borough Police	049	Womelsdorf Borough	049	Amity Fire
	050		050	Strausstown Fire
	051	Marion Township	051	
	052	North Heidelberg Township	052	Marion Fire
Lower Heidelberg Township Police	053	Lower Heidelberg Township	053	Frystown Fire
Bern Township Police	054	Bern Township	054	Bethel Fire
	055	Centre Township	055	Greenfields Fire
	056	Penn Township	056	
Berville Borough Police	057	Berville Borough	057	Mohnton Fire
	058	Jefferson Township	058	Hereford Fire
	059	Upper Bern Township	059	
	060	Centerport Borough	060	
Tilden Township Police	061	Tilden Township	061	Hamburg Fire
	062	Upper Tulpehocken Township	062	
	063	Strausstown Borough	063	
Bethel Township Police	064	Bethel Township	064	West Reading Fire
Tulpehocken Township Police	065	Tulpehocken Township	065	
Muhlenberg Township Police	066	Muhlenberg Township	066	
Laureldale Borough Police	067	Laureldale Borough	067	
	068		068	
	069	Ontelaunee Township	069	Kenhorst Fire
	070		070	
	071	Leesport Borough	071	
Northern Berks Regional Police	072	Maidencreek Township	072	Brecknock Fire
	073	Perry Township	073	
	074	Shoemakersville Borough	074	Reading Airport
	075	Windsor Township	075	
Hamburg Borough Police	076	Hamburg Borough	076	
	077	Albany Township	077	Port Clinton Fire
	078	Greenwich Township	078	
	079	Maxatawny Township	079	Wyomissing Fire
	080	Lenhartsville Borough	080	
Kutztown Borough Police	081	Kutztown Borough	081	Berks Emerg Strike Team Fire
	082	Lyons Borough	082	Hamburg Forest Fire Crew Fire
Fleetwood Borough Police	083	Fleetwood Borough	083	
	084	Richmond Township	084	
	085	Topton Borough	085	Spring Township Fire
	086	Longswamp Township	086	
	087	Rockland Township	087	
	088	District Township	088	
	089	Pike Township	089	
	090		090	
	091	Ruscombmanor Township	091	
Oley Township Police	092	Oley Township	092	
	093	Earl Township	093	

BERKS COUNTY DES ASSIGNED AGENCY RADIO IDs

<u>Law Enforcement Organizations</u>	<u>Agency Number</u>	<u>Municipalities</u>	<u>Agency Number</u>	<u>Fire Organizations</u>
Boyertown Borough Police	094	Boyertown Borough	094	
Colebrookdale Township Police	095	Colebrookdale Township	095	Boyertown Area Fire and Res.
	096	Bechtelsville Borough	096	
	097	Washington Township	097	Eastern Berks Fire
Bally Borough Police	098	Bally Borough	098	
	099	Hereford Township	099	
City of Reading	100 or "City"	City of Reading	100 or "City"	City of Reading
Berks DES	700	Berks DES	700	Berks DES
Special Ops Group	710	Special Ops Group	710	Special Ops Group
Red Cross	800	Red Cross	800	Red Cross
Albright College	997		997	
Alvernia University	998		998	
Radio Maintenance	999	Radio Maintenance	999	Radio Maintenance
Reading Police Communications	Reading			
Berks County DES	Berks	Berks County DES	Berks	Berks County DES

<u>Agency Number</u>	<u>EMS Agency</u>
520	Blandon EMS
525	Boyertown EMS
535	Fleetwood EMS
545	Hamburg EMS
555	Lwr. Alsace EMS
560	Muhlenberg EMS
565	Oley EMS
575	Topton EMS
585	Bethel EMS
590	Kutztown EMS
630	Exeter EMS
650	Western Berks EMS
670	Schuylkill Valley EMS
680	Southern Berks EMS

<u>Agency Number</u>	<u>Regional Emergency Management Agencies</u>
43	West Side Regional EMA (Sinking Spring, Spring, West Reading, and Wyomissing)
62	Upper Tulpehocken – Strausstown Regional EMA (Upper Tulpehocken and Strausstown)
58	Blue Marsh Regional EMA (Bernville, Jefferson, N. Heidelberg, Penn)
76	North Central Berks Regional EMA (Hamburg, Tilden, Windsor)
95	Boyertown – Colebrookdale Regional EMA (Boyertown and Colebrookdale)

APPENDIX G II – LAW ENFORCEMENT UNIT RADIO ID SUMMARY

rev. April 30, 2014

<u>Unit #</u>	<u>Description</u>
1-29	Patrol or Generic Type For Dept.
30	K9 Supervisor
31-33	K9 Patrol Only
34-36	K9 Narcotics
37-39	K9 Explosives
40	Traffic Supervisor
41-45	Traffic
46-49	Traffic - Crash
50	Special Detail Supervisor
51-59	Special Detail/Undefined
60	Warrant Unit Supervisor
61-69	Warrant
70-76	Transport
77-79	PFA
90	Police Chief
91	On-duty Ranking Supervisor
92-99	Supervisor
901-910	Investigative Supervisor
912-999	Investigator/Detective/Plain Clothes

APPENDIX G III – NON-LAW UNIT RADIO ID SUMMARY

rev. April 30, 2014

BERKS COUNTY FIRE/RESCUE, HAZMAT, EMERGENCY MANAGEMENT, & EMS RADIO DESIGNATORS

GENERAL NOTE - The designations below are established to be common language, and easily understandable by personnel from within the same discipline. Further, they are established to have a reasonable certainty of being understandable by emergency responders from other disciplines. In no way is it reasonable that a policy can meet every possible circumstance that might arise during emergency operations. System users confronting such a situation should be prepared to adapt by using designators that are clear, easy to understand, and define the rank/function, discipline and jurisdiction of the user.

<u>Category/ Discipline</u>	<u>Designation</u>	<u>Definition</u>	<u>Radio ID</u> (Except where otherwise designated in the definition column, XX represents the company number for fire EMS, and County EMA, and the Berks County municipality number for local EMA)	<u>Examples</u>
CROSS DISCIPLINARY				
	ORGANIZATION/ AGENCY	EMS and fire agencies shall utilize the "COMPANY" designation in representation of their agency as a whole. This designation shall also be used for the County Special Operations Group. Municipal Emergency Management operations are not designated "in whole."	Company XX	Company 67 Company 555
PERSONNEL HIERARCHICAL				
NOTE: Personnel are to be designated in a rank fashion using the "personnel hierarchical" designations. Except where noted, an organization may have multiple persons filling the same rank. In these cases, as with apparatus/vehicles, the designation for the personnel will be followed with a "1" for the second of the rank, a "2" for the third of a rank, etc. This numbered suffix will not be understood to imply a senior or superior position within the rank.	COMMISSIONER	The designation "Commissioner" is reserved for organizations with a rank that is superior to the organization Chief, or organizations with an individual overseeing multiple Chiefs. An organization will not have more than one Commissioner. Use of this designation must be approved in advance by Berks County Communications due to potential organization numbering conflicts.	FC XX	FC 25
	CHIEF	The individual designated as "Chief" is USUALLY the highest ranking individual in an organization (NOTE: Commissioner above). An organization usually will not, but may, have multiple Chiefs.	Chief XX	Chief 67 Chief 555 Chief 710
	DEPUTY	These ranks are to be assigned in the order listed to the right to organizational officers in a hierarchical fashion subordinate to Chief. An organization will likely have multiples of any of these ranks. An organization need not fill ranks they desire not to fill.	Deputy XX	Deputy 67 Deputy 67-1 Deputy 710
	ASSISTANT		Assistant XX	Assistant 555
	CAPTAIN		Captain XX	Captain 67-1
	LIEUTENANT		Lieutenant XX	Lieutenant 67-2
	SERGEANT	Fire Police officer ranks shall utilize the designator "FP" in front of the officer designator, for example FP CAPTAIN, FP LIEUTENANT, etc.	Sergeant XX	Seargeant 67
	CORPORAL		Corporal XX	Corporal 67

	<p>FIREFIGHTER (Fire)/ EMT (EMS)/ PARAMEDIC (EMS)/ TECHNICIAN (HazMat)/ DISPATCHER/ COUNTY EMERGENCY MANAGERS (EMC) FIRE POLICE</p> <p>NOTE - It is critical that Paramedics use their full title to differentiate the individual designation from the unit designation of "MEDIC"</p>	<p>These designations are to be utilized in the appropriate disciplines to designate rank and file workers.</p> <p>Individual organizations may use one of three formats to designate personnel as follows:</p> <p>Rank and file workers may use a TITLE-NUMERIC DESIGNATOR identifier OR Rank and file workers may use a TITLE-LAST NAME DESIGNATOR identifier OR RANK and file workers may use a RIDING POSITION identifier if defined by their organization</p> <p>Examples of all three possibilities above are shown to the right.</p>	<p>Firefighter XX 1 OR Firefighter XX LN OR Apparatus/unit position designation</p>	<p>Firefighter 67-1 OR Firefighter 67 Smith OR Engine 67 Nozzleman</p> <p>AND</p> <p>EMT 555-1 OR EMT Jones OR Medic 555 EMT</p> <p>AND</p> <p>EM 700-4 OR EM Jones</p>
MISC-ELLANEOUS				
	COMM. CENTER UNITS	This designator is reserved for use by the Berks County DES to identify communications support units.	COMM 700	COMM 700
	EMERGENCY OPERATIONS CENTER	This is the designation that shall be utilized by anyone calling on radio from a municipality's legally designated emergency operations center.	"MUNICIPALITY NAME" EOC	Exeter Township EOC
	FIRE MARSHAL	The individual filling the role of Fire Marshal is generally the designated investigator or fire code enforcement resource for a jurisdiction/organization.	FM XX	FM 67 FM 25
	LOCAL EMERGENCY MANAGEMENT COORDINATOR	The individual using this designation shall be the person legally appointed by the Governor of the Commonwealth of PA as the EMC of the municipality. Regionalized emergency management coalitions must establish which municipal designator within the region will be used by the coordinator.	EMC XX	EMC 34
	DEPUTY LOCAL EMERGENCY MANAGEMENT COORDINATOR	This is the designation that shall be used by an individual designated as a deputy municipal emergency management coordinator.	Deputy EM XX	Deputy EM 34
EMS				
	AMBULANCE	A vehicle licensed by the PA DOH as an BLS unit. This designation will only be utilized when an appropriate crew and equipment are on-board per licensure. On any given vehicle it may be interchanged with "Medic" as necessary to meet personnel and portable equipment availability.	Ambulance XXX	Ambulance 555
	ATV	A vehicle that is all terrain and/or all-wheel drive, brought to the scene by a trailer or other vehicle equipped to transport the unit. It may or may not be equipped with radio or other equipment for the specific job.	ATV XXX	ATV 555
	CAR	A unit of a sedan or SUV type utilized for the carrying of personnel and/or equipment.	Car XXX	Car 555
	MCI	A vehicle designed for the primary purpose of transporting a large specialized medical equipment cache for use at mass casualty incidents. This designation may only be made by the county.	MCI XXX	MCI 555
	MEDIC	A vehicle licensed by the PA DOH as an ALS unit with patient transport capability. This designation will only be utilized when an appropriate crew and equipment are on-board per licensure. On any given vehicle it may be interchanged with "Ambulance" as necessary to meet personnel and portable equipment availability.	Medic XXX	Medic 555
	SQUAD	A vehicle licensed by the PA DOH as an ALS unit without patient transport capability. This designation will only be utilized when an appropriate crew and equipment are on-board per licensure.	Squad XXX	Squad 555
	UTILITY	A unit primarily serving the role of an equipment mover or service vehicle. May also be used for designation of a vehicle that does not fit any other designation.	Utility XXX	Utility 555

	WHEELCHAIR	A vehicle designed for the primary purpose of transporting wheelchair bound patients. The unit must be equipped with a lift or specialty ramps for loading/unloading.	Wheelchair XXX	Wheelchair 555
FIRE				
All units defined below shall meet the applicable NFPA requirements for the year of manufacture, and shall be maintained on an ongoing basis per NFPA standards. All units defined below shall be owned by an agency or political subdivision of the Commonwealth of Pennsylvania, or an organization chartered as a fire company in the Commonwealth of Pennsylvania.				
	AERIAL FIRE APPARATUS (Use one of the sub-definitions to the right)	An apparatus meeting the definitions of NFPA 1901, Chapter 8. All aerial apparatus shall be defined as one of the following: LADDER: An aerial apparatus equipped with a straight ladder that meets NFPA 1901, Chapter 20, Section 2. SNORKEL: An aerial apparatus upon which the aerial device is non-climbable, includes a platform, and is constructed of 2 or more articulating booms. TOWER: An aerial apparatus upon which the aerial device is constructed of 2 or more telescoping sections and includes a platform.	Ladder XX Snorkel XX Tower XX	Ladder 67 Snorkel 67 Tower 67
	AIR	An apparatus that's primary purpose is to refill breathing air cylinders, and meets: 1. Minimum capacity of 3,000 cu.ft. breathing quality air 2. Storage must be filled from certified sources which are tested on at least a semi-annual basis, and current Certificate of Air Quality must be available. 3. Capability to fill 4500psi & 2216psi cylinders 4. Adequate means of verifying and documenting cylinders to be filled.	Air XX	Air 67
	AIRPORT CRASH	Aircraft Rescue and Fire Fighting units (ARFF) stationed on airport property and responsible for aircraft emergencies. Unit must comply with standards set forth in NFPA 414	ARFF XX	ARFF 67
	ATTACK	A unit, generally smaller than an engine, designed for the purpose of rapid response fire attack or support operations. This unit shall meet the requirements in Chapter 6 of NFPA 1901.	Attack XX	Attack 67
	ATV	A vehicle that is all terrain and/or all-wheel drive, brought to the scene by a trailer or other vehicle equipped to transport the unit. It may or may not be equipped with radio or other equipment for the specific job.	ATV XX	ATV 67
	BRUSH	An all wheel drive unit generally designed for firefighting in brush or wildland areas. Shall have the following minimum equipment: 1) Minimum 10 GPM pump. 2) Minimum 50 Gallon water tank 3) 1 - chain saw 4) 1 – pre-connected hand line, any size 150 ft. in length or longer 5) 2 – Indian tanks, Backpack tanks or P.W.s 6) an assortment totaling 4 shovels, rakes or brush hooks	Brush XX	Brush 67
	CANTEEN	A unit generally designated for serving refreshments to emergency service personnel at an emergency scene.	Canteen XX	Canteen 67
	CAR	A unit of a sedan or SUV type utilized for the carrying of personnel and/or equipment.	Car XX	Car 67
	COLLAPSE	Unit primarily designed for transporting equipment intended for stabilization of various collapse (or potential collapse) environments, including below and above grade situations.	Collapse XX	Collapse 67
	ENGINE	A unit primarily designed to transport personnel and equipment, a motor driven pump and water tank, hose, and appliances for fire suppression.1. Must have 1000gpm or greater capacity pump.2. Minimum 800ft of 3" or larger supply hose.3. Minimum (1) master stream device with a minimum flow rate of 500gpm	Engine XX	Engine 67

ENGINE/TANKER	A unit that meets all criteria outlined in the definitions for both Engine and Tanker apparatus.		
MARINE	A powered or non-powered floating craft of any design intended for use on water during emergency operations. Craft must be capable of being trailered/carried on an organization owned trailer or vehicle. Unit must be registered with PA Fish and Boat Commission.	Marine XX	Marine 67
MOBILE COMMAND POST	A unit primarily designed for the purpose of providing a mobile command environment during emergency operations.	CP XX	CP 67
QUINT	A unit designed primarily for the purpose of combining subsets of the engine and aerial device that meets the requirements of NFPA 1901, Chapter 9	Quint XX	Quint 67
REHAB	A unit designed primarily for the purpose of supporting the health and welfare of emergency responders beyond just the provision of food and drink. The unit shall be equipped to assist responders by mitigating the impact of environmental stressors.	Rehab XX	Rehab 67
RESCUE	A unit designed primarily for the purpose of supporting victim rescue from a situation of entanglement, entrapment, or confinement. Situations include, but are not limited to, auto accidents, industrial accidents, residential rescues, etc. Unit shall meet equipment requirements set forth for the Operations Level in the prevailing version of the Pennsylvania Department of Health Voluntary Rescue Service Recognition Program.	Rescue XX	Rescue 67
RESCUE/ENGINE	A unit designed primarily for the purpose of meeting the intended use of both the engine and a minimal subset of the rescue unit types. 1. Unit shall meet all the criteria for the Engine Category 2. Unit shall meet equipment requirements set forth for the Basic Level in the prevailing version of the Pennsylvania Department of Health Voluntary Rescue Service Recognition Program.	Rescue-Engine XX	Rescue-Engine 67
SCUBA	A unit designed primarily for the purpose of supporting and/or transporting personnel trained and equipped specifically for underwater rescue /recovery operations. Unit must also carry adapter for refill of SCUBA cylinders.	SCUBA XX	SCUBA 67
TANKER	A unit designed primarily for transporting large amounts of water to emergency scenes. 1. Minimum tank size of 1,500 gallons. 2. Minimum dump rate of 1000 gpm. 3. Minimum of (2), 2 1/2" direct fill connections	Tanker XX	Tanker 67
TRAFFIC	A unit designed primarily for the purpose of transporting personnel and equipment to control and detour traffic.	Traffic XX	Traffic 67
UTILITY	A unit primarily serving the role of an equipment mover or service vehicle. May also be used for designation of a vehicle that does not fit any other designation.	Utility XX	Utility 67
HAZMAT			
CAR	A unit of a sedan or SUV type utilized for the carrying of personnel and/or equipment.	Car XXX	Car 700
DECON	A unit primarily designed for transporting personnel and/or equipment for use in decontamination efforts following a hazardous materials incident. Unit must be inspected and designated by county emergency management.	Decon XX	Decon 67
FOAM	A unit primarily designed for transporting equipment needed for the production and delivery of a large quantity of Class B firefighting foam. As a minimum, the unit must be equipped with: 1. 300 gal. of AR-AFFF foam concentrate 2. Appliances to establish (2) 1.5", (1) 2.5", and (1) master stream foam delivery line. Unit must be inspected and designated by county emergency management.	Foam XX	Foam 67

HAZMAT	A unit operated generally for the purpose of transporting specialized equipment and/or personnel trained in the mitigation of hazardous materials incidents. Unit must be inspected and designated by county emergency management.	Hazmat XX	Hazmat 710
SPILL	A unit designed primarily for the purpose of transporting large quantities of hydrocarbon spill confinement materials. Minimum equipment required shall be 1 ton of bulk absorbent material, containment materials appropriate for minor plugging and patching, absorbent materials in various configurations (booms, socks, pads, sweeps) and tools, apparatus, and PPE appropriate for hydrocarbon containment and confinement operations. Unit must be inspected and designated by county emergency management.	Spill XX	Spill 67
UTILITY	A unit primarily serving the role of an equipment mover or service vehicle. May also be used for designation of a vehicle that does not fit any other designation.	Utility XX	Utility 67

APPENDIX H – SYSTEM SITE MATRIX

rev. April 30, 2014

Site Name	Master Site	700 MHz Prime	Dispatch Site	Conventional Prime	700 MHz (North)	700 MHz (South)	800 MHz	UHF	VHF (High)	Low Band	DES	Paging	B/U Paging	Control Stations & Other
BCCC	S		S	S									CS ₁	2 x System 3 x MotoBridge
North Campus		S			X									
Kutztown					X				X _r			X _t		
Bethel					X		X	X	X	X		X _t	X	1 x Schuylkill
Blue Mountain					X				X _r	X				
Hamburg		S			X							X _t	X _n	
Albany					X		X	X	X	X				
N. Heidelberg					X		X		X _r			X _{tn}		1 x Lebanon
Longswamp					X		X	X	X	X		X _t	X	
West Penn					X		X		X _r	X		X _t		1 x Lehigh
Courthouse	S	S	S	S		X					CS*		CS ₂	
Services Center														Mic Relay Only
Mt. Penn II		S				X	X	X	X	X	X	X _t		4 x MedComm
Mt. Penn I														MedComm UHF
Bally						X	X	X	X	X		X _t	X _n	1 x Montgomery
Earl						X	X	X	X	X	X	X _t	X	
Alsace						X	X		X _r					
Cumru						X	X	X	X	X _r		X _t	X _n	1 x Lancaster (OOS)
Union						X	X	X	X _r	X _r				
Robeson						X								
Ontelaunee						X								
Turnpike						X			X _r	X _r		X _{tn}	X _n	1 x Chester
Centre											X	X _t	X	
City Hall			S											
New Tripoli											X*		X	
Mt. Penn-RMI													CR	

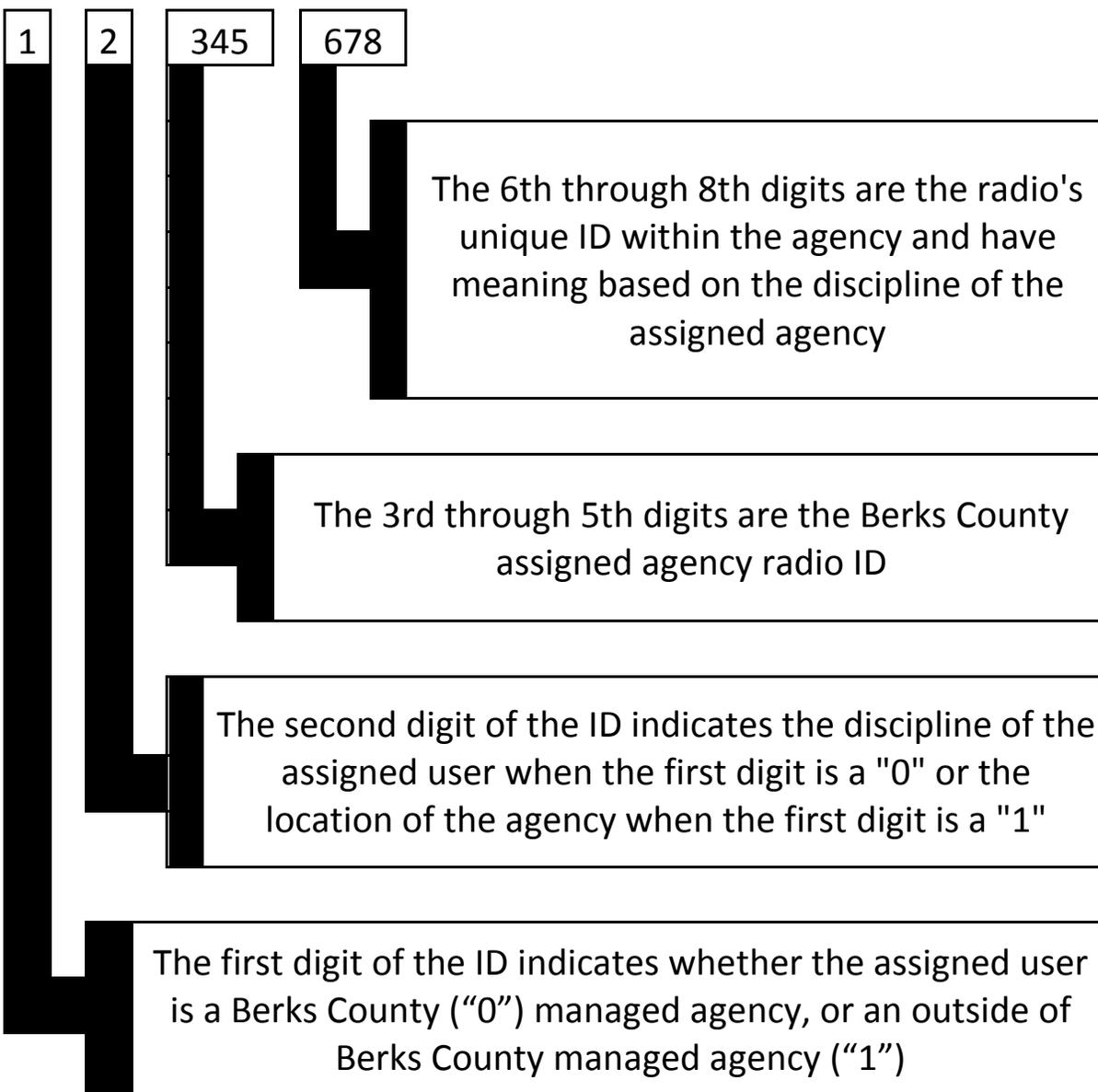
Tranceive Site-----	X
Receive Only Site-----	X _r
Transmit Only Site-----	X _t
New Remote Site-----	X _n
Control Station Site--	CS
Community Repeater	CR
System Function Site	S

APPENDIX I – SUBSCRIBER TRUNKED IDs AND ALIASES

rev. June 22, 2014

The trunked identifier of the radio is an eight digit number ranging from 00000001 to 16 that is unique to every radio in the system. Because of the enormous variability in operations among local response agencies with respect to how radios are used/assigned, no system can be 100% reliable in determining the operator of the radio. However, considerable effort has been made to develop a system whereby a user can view the trunked ID of a transmitting radio and ascertain with reasonable efficiency what agency, and in many cases what individual, is using the radio.

The first step to decoding the trunked ID is understanding the overall format assigned to the 8 digit ID number (NOTE: Leading ZEROS are dropped in most displays so 00007123 may display as 7123):



The next step is decoding the first six digits in order to determine to which agency the radio is assigned.

1st Digit	0 = Berks County DES Managed Agency 1 = Non-Berks DES Managed Agency
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2nd Digit	If 1st Digit is a "0"	0 = Fire 1 = Law Enforcement 2 = EMS/Medical 3 = Local EMA 4 = Local Gov P/W 5 = County Government (non-Law) 6 = Non-Governmental Orgs & Other 7, 8 = Reserved 9 = Consoles and Infrastructure
	If 1st Digit is a "1"	1 = State, Federal, and Other Agencies 2 = Montgomery County Agencies 3 = Chester County Agencies 4 = Lehigh, Lebanon, & Lancaster County Agencies 5 = Schuylkill County Agencies

3rd-5th Digits	Berks County assigned agency radio ID - See Appendix G of SOP for list For non-Berks agencies this number is arbitrary
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Finally, in many cases you can determine what specific radio/individual the ID is assigned to by decoding the last three digits of the ID:

Last Three Digits for Berks County Fire and Local EMA Agencies

Titled Positions

	<u>Commish</u>	<u>Special FM, etc</u>	<u>1st Rank Chief/EMC</u>	<u>2nd Rank Deputies</u>	<u>3rd Rank Assistants</u>	<u>4th Rank Captains</u>	<u>5th Rank Lts</u>	<u>6th Rank Lts & Sgts</u>	<u>Fire Police Capt & Lts</u>
Mobile	990	902	910	920	930	940	950	960	980
Portable	991	903	911	921	931	941	951	961	981
Mobile		904	912	922	932	942	952	962	982
Portable		905	913	923	933	943	953	963	983
Mobile		906	914	924	934	944	954	964	984
Portable		907	915	925	935	945	955	965	985
Mobile		908		926	936	946	956	966	986
Portable		909		927	937	947	957	967	987
Mobile				928	938	948	958	968	988
Portable				929	939	949	959	969	989

Apparatus Mobile Radios

<u>Engines & ET & Attacks</u>	<u>Engines & ET & Attacks</u>	<u>Tankers</u>	<u>Aerials</u>	<u>Rescues & Res/Eng</u>	<u>Brush</u>	<u>Other Apps</u>	<u>Local EOC Base Station</u>	<u>Other Base Stations</u>
100	200	300	350	400	450	500	899	891
110	210	310	360	410	460	510		892
120	220	320	370	420	470	520		893
130	230	330	380	430	480	530		894
140	240	340	390	440	490	540		895
150	250					550		896
160	260					560		897
170	270					570		898
180	280					580		
190	290					590		

Portables Assigned to Apparatus

X01 through X09

Example portable radios assigned to the first engine (100) are 101, 102, 103, 104, 105 - 109.

Portables Assigned to Personnel (Rank and File) or Assigned to "Station Cache"

600 - 799

Station cache portables are generally assigned to the 700 series

Last Three Digits for Berks County EMS/Medical Agencies

Titled Positions

	<u>1st Rank</u>	<u>2nd Rank</u>	<u>3rd Rank</u>	<u>4th Rank</u>	<u>5th Rank</u>	<u>6th Rank</u>
	<u>Chief</u>	<u>Deputies</u>	<u>Assistants</u>	<u>Captains</u>	<u>Lts</u>	<u>Lts & Sgts</u>
Mobile	910	920	930	940	950	960
Portable	911	921	931	941	951	961
Mobile	912	922	932	942	952	962
Portable	913	923	933	943	953	963
Mobile	914	924	934	944	954	964
Portable	915	925	935	945	955	965
Mobile		926	936	946	956	966
Portable		927	937	947	957	967
Mobile		928	938	948	958	968
Portable		929	939	949	959	969

Apparatus Mobile Radios

	<u>Medics (or Medic/ Ambulances</u>	<u>Medics (or Medic/ Ambulances</u>	<u>Squads</u>	<u>Other Apps</u>	<u>W/C Vans</u>	<u>W/C Vans</u>	<u>Base Stations</u>
100	200	300	400	500	805	855	891
110	210	310	410	510	810	860	892
120	220	320	420	520	815	865	893
130	230	330	430	530	820	870	894
140	240	340	440	540	825	875	895
150	250	350		550	830	880	896
160	260	360		560	835	885	897
170	270	370		570	840		898
180	280	380		580	845		
190	290	390		590	850		

Portables Assigned to Apparatus

X01 through X09

Example portable radios assigned to the first AMB (100) are 101, 102, 103, 104, 105 - 109.

Portables Assigned to Personnel (Rank and File) or Assigned to "Station Cache"

600 - 799

Station cache portables are generally assigned to the 700 series

Last Three Digits for Berks County Law Enforcement Agencies

Titled Positions

		<u>1st Rank</u>	<u>2nd Rank</u>	<u>3rd Rank</u>	<u>4th Rank</u>	<u>5th Rank</u>	<u>6th Rank</u>
	<u>Commish</u>	<u>Chief</u>	<u>Deputies</u>	<u>Captains</u>	<u>Lts</u>	<u>Sgts & Crpls</u>	<u>Sgts & Crpls</u>
Mobile	990	910	920	930	940	950	960
Portable	991	911	921	931	941	951	961
Mobile			922	932	942	952	962
Portable			923	933	943	953	963
Mobile			924	934	944	954	964
Portable			925	935	945	955	965
Mobile			926	936	946	956	966
Portable			927	937	947	957	967
Mobile			928	938	948	958	968
Portable			929	939	949	959	969

Apparatus Mobile Radios

	<u>Patrol or "Generic" Units</u>	<u>Patrol or "Generic" Units</u>	<u>Patrol or "Generic" Units</u>	<u>K9 Units</u>	<u>Warrant (Sheriff)</u>	<u>Other Apps</u>	<u>Generic Supervisor Units</u>	<u>Detective Units</u>	<u>Local EOC Base Station</u> <u>Other Base Stations</u>
		110	120	130	160	500	910	810	899
101	111	121	131	161	510	912	820	891	
102	112	122	132	162	520	913	830	892	
103	113	123	133	163	530	914	840	893	
104	114	124	134	164	540	915	850	894	
105	115	125	135	165	550	916	860	895	
106	116	126	136	166	560	917	870	896	
107	117	127	137	167	570	918	880	897	
108	118	128	138	168	580	919		898	
109	119	129	139	169	590			898	

Portables Assigned to Apparatus

For portables assigned to "Other Apparatus" or "Detectives"

X01 through X09

For portables assigned to "Patrol," "K9," or "Supervisor" units

Drop the first digit and replace with "0" (eg. portable assigned to Patrol unit with mobile 101 is assigned ID 001)

Portables Assigned to Personnel (Rank and File) or Assigned to "Station Cache"

200 - 499

NOTE: Due to agency size/make-up, there are some outliers to this standard (eg. City Police).

APPENDIX J – FIRE/EMS ALERT PAGING SOP

rev. April 2, 2014

RESERVED FOR FUTURE DEVELOPMENT