

**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 form 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

rev. April 1, 2014

**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.

**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.

**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.

**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.

**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 Available** – 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 users 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 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.

**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 police and fire (etc. Fire Zone A, Police Zone B).



**SECTION 2**  
**ADMINISTRATIVE POLICIES AND**  
**PROCEDURES**

# COMMUNICATIONS DIVISION FIELD USER OPERATIONS AND PROCEDURES MANUAL

rev. April 1, 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 of 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 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 1, 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 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, and consists of a senior management team of individuals 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) that 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 1, 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 inquires 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](http://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 1, 2014

## 1.0 SCOPE

The intention of this procedure 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](http://www.berksdes.com)).

3.1.2 The Request will be submitted by email to [DESRecords@countyofberks.com](mailto: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 1, 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 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 1, 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 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.
    - 3.5.1.1 Field Users should decide whether they view text paging as critical and have back-up mechanisms in place if so.
  - 3.5.2 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 remote radio site is unavailable 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 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 issues 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 1, 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 1, 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 or Constables

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 1, 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 a call 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.
      - 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 CAYS 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 1, 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 1, 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.
    - 3.1.1.2 If the answer is “yes,” The call-taker shall ask the following:
      - 3.1.1.1.1 “Does the patient have a cough, runny nose, sore throat, or any RECENT ONSET of NEW respiratory difficulty”?
  - 3.1.2 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 1, 2014

## 1.0 SCOPE

This policy will outline the manner in which requests for announcements are submitted to DES for approval, and also establish

## 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 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 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).
    - 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 will be responsible for assuring the announcement is transmitted as determined is appropriate.

# PREMISE ALERTS

rev. April 1, 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: Are 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](http://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 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

# RADIO MANAGEMENT

Rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

# SUBSCRIBER RADIO WARRANTY PROCESS

Rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

**SECTION 3**  
**GENERAL RADIO SYSTEM**  
**OPERATIONS**



# RADIO SYSTEM DESIGN AND OVERVIEW

rev. April 1, 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 1, 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 use only transmit call signs, letters, or numbers assigned for use on this communication system or, when no call sign is provided, utilize common language identifiers that make plain who the user is.

3.7.1 Berks DES will use the call sign "BERKS" on 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), Berks DES will use the call sign "RADIO."
- 3.7.2 Except when operating on Reading City Talk Groups (RdgXXXX), 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), 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 1, 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.

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 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.
    - 3.5.1.3 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.

#### 3.6.2.2 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.

#### 3.6.2.3 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

3.6.2.3.1.2 VTac 14 – 159.4725

3.6.2.3.1.3 155.2950 – Legacy Berks EMS

3.6.2.3.1.4 155.0700 – Legacy Berks P1

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.

#### 3.6.2.4 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 – 453.2125 (Mob Rx)/458.2125 (Mob Tx)

3.6.2.4.1.2 UTac 41 – 453.4625 (Mob Rx)/458.4625 (Mob Tx)

3.6.2.4.1.3 UTac 42 – 453.7125 (Mob Rx)/458.7125 (Mob Tx)

#### 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 – 851.0125 (Mob Rx)/806.0125 (Mob Tx)

3.6.2.5.1.2 8Tac91 – 851.5125 (Mob Rx)/806.5125 (Mob Tx)

3.6.2.5.1.3 8Tac92 – 852.0125 (Mob Rx)/807.0125 (Mob Tx)

3.6.2.5.1.4 8Tac93 – 852.5125 (Mob Rx)/807.5125 (Mob Tx)

3.6.2.5.1.5 BerksKnox – 856.0875 (Mob Rx)/811.0875 (Mob Tx)

3.6.2.5.1.5.1 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 1, 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)/<br>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 1, 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 1, 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 1, 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 (RdgXXXX0) 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 1, 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 BOMB THREAT/SUSPICIOUS PACKAGE

3.3.1.1.7 BURGLARY

3.3.1.1.8 CLASS 4 MENTAL

3.3.1.1.9 DISORDERLY CONDUCT

3.3.1.1.10 DOMESTIC

3.3.1.1.11 DOMESTIC INJURY

3.3.1.1.12 ESCAPEE

3.3.1.1.13 FRAUD

3.3.1.1.14 MVA HIT & RUN

- 3.3.1.1.15 OVERDOSE
- 3.3.1.1.16 PURSUIT
- 3.3.1.1.17 RECKLESS DRIVER
- 3.3.1.1.18 ROBBERY
- 3.3.1.1.19 SUBJECT STOP
- 3.3.1.1.20 SERVE PFA/WARRANT
- 3.3.1.1.21 SHOOTING
- 3.3.1.1.22 SHOTS FIRED
- 3.3.1.1.23 STABBING
- 3.3.1.1.24 SUICIDE
- 3.3.1.1.25 SUSPICIOUS SITUATION
- 3.3.1.1.26 THEFT
- 3.3.1.1.27 VEHICLE STOP
- 3.3.1.1.28 WELFARE CHECK
- 3.3.2 In response to a security check, or at any other time the law enforcement operator 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 operator 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 dispatcher to remotely key up the users radio and, on a secure private Talk Group listen to the radio microphone input. Remote Monitor remains active for 60 seconds or until the user transmits.
      - 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.

# SPECIAL CIRCUMSTANCES CONTINGENCY PLANNING (PLAN C-CHARLIE)

rev. April 1, 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 that may create a serious taxing on 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 EMS All Call and all Fire Zone All Calls will be activated and an announcement will be made that states "Due to XXX Plan Charlie is now in effect" where XX is the reason for the implementation.

3.1.1.1.1 Assuming text paging is available, the Countywide EMS and all Fire Zone All Calls text page groups will receive the same message.

3.1.1.2 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 XX is the reason for the implementation.

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 Assuming text paging is available, the Countywide EMS and all Fire Zone All Calls text page groups will receive the same message.
  - 3.1.3.2.1 No tone alerting will be done to notify of the termination of the SCCP.
- 3.1.3.3 Any agency notifications that had been made with respect to Administrative Talk Groups will be reversed.

# TACTICAL CHANNELS

rev. April 1, 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 1, 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 1, 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 1, 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 know to participants, the communications plan for the event.

# LOCAL EMERGENCY MANAGEMENT OPERATIONS TALK GROUPS

rev. April 1, 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 1, 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

| <b>:Talk Group</b> | <b>Common Language</b>       |
|--------------------|------------------------------|
| 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 1, 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 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. April 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<br>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                     | *** ; Not Avail at City PD Consoles |
|                   | 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                     | ***                                 |
|                   | Rdg Vice 2         | Reading Police Vice 2             | South | AES                     | ***                                 |
|                   | 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                      | ***                                 |
|                   | 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 Det. By City Agency Leadership; Avail at City PD Consoles (except Vice 3)

- 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 1, 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 1, 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 1, 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 1, 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 1, 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 1, 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

### 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](http://www.state.pa.gov).



# BERKS COUNTY EMERGENCY RESPONSE TEAM (BCERT) CALLS

rev. April 1, 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 (1<sup>st</sup> 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, if fire/fire police/EMS are requested to respond to provide service, radio communications may proceed as per normal procedure.

# SCANNING

rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

# DIGITAL VEHICULAR REPEATER OPERATION

rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

# EMERGENCY BUTTON ACTIVATION

rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

# **SECTION 4**

# **LAW ENFORCEMENT OPERATIONS**

# LAW ENFORCEMENT DISPATCH/HAILING TALK GROUPS

rev. April 1, 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 BrksPDDisp B (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 |                            |
|----------------------|----------------------------|
| 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 |                           |
|----------------------|---------------------------|
| 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 BrksPDDisp are AES encrypted.

### 3.2 Coverage

3.2.1 Both BrksPDDispA and BrksPDDisp 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 1, 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 primary 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. April 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               |
| FltwoodRegPD    | Fleetwood Regional       | N Berks, Fleetwood                         |
| PnSt BrksPD     | Penn State Regional      | Penn State Berks PD                        |

| 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            |

# LAW ENFORCEMENT INTRAOPERABILITY ADMINISTRATIVE TALK GROUP

rev. April 1, 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 1, 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 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 1, 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 1, 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 1, 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?”
- 3.3 After the assigned unit acknowledges the detail:
  - 3.3.1 The Radio Operator will assign enroute status to the unit assigned to the detail.
  - 3.3.2 Any available additional information that is pertinent will be provided.
  - 3.3.3 The Radio Operator will transmit the call for service to the responding unit’s MCT, if applicable.
- 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.
  - 3.6.2 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 1, 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.
      - 3.1.1.2.2 After (1) additional minute, the second security check is offered and DES shall follow the processes set for 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 Units who receive an assignment by voice dispatch will have their CAD status updated to enroute when acknowledged by the officer.
    - 3.1.2.2 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 1, 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
- 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 1, 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 1, 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 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 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 If available, the unit will also provide:

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 and assigning the pursuit to an Operations Talk Group.

3.1.1.2.1 If it is not in use, vehicle pursuits shall be assigned to LawOps CW.

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), including positioning of assisting units and directing them to the Operations Talk Group.

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 and assigning the pursuit to an Operations Talk Group.

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.



# SHERIFF WARRANT SERVICE NOTIFICATIONS

rev. April 1, 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 1, 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 to 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 Talk Group.
- 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 1, 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 1, 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. April 1, 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 These channels have been provisioned based on input from the hospitals stating that they have adequate staff to handle simultaneous communications on the total number of medical communication Talk Groups.
- 3.5.3.3 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:
  - 3.5.3.3.1 "Reading ER" – Reading Hospital ECU
  - 3.5.3.3.2 "St. Joe's ER" – St. Joseph's Medical Center ECU
- 3.5.3.4 At the conclusion of any transmission on these channels, both parties shall announce "XXXX Clear" where XXXX is the radio identifier of the unit.
- 3.5.3.5 Available BLS Reporting Talk Groups include:
  - 3.5.3.5.1 SJMCBLSPtch1 (St. Joseph's Medical Center BLS Patch 1)
    - 3.5.3.5.1.1 This Talk Group has both North and South Site coverage.
    - 3.5.3.5.1.2 SJMCBLSPtch1 is the primary method used to provide BLS patient reports to SJMC.
  - 3.5.3.5.2 SJMCBLSPtch2 (St. Joseph's Medical Center BLS Patch 2)
    - 3.5.3.5.2.1 This Talk Group has both North and South Site coverage.
    - 3.5.3.5.2.2 SJMCBLSPtch2 is the secondary method used to provide BLS patient reports to SJMC when SJMCBLSPtch1 is in use.
  - 3.5.3.5.3 RHTCBLSPtch1 (Reading Hosp. Trauma Center BLS Patch 1)
    - 3.5.3.5.3.1 This Talk Group has both North and South Site coverage.
    - 3.5.3.5.3.2 RHTCBLSPtch1 is the primary method used to provide BLS patient reports to RHTC.
  - 3.5.3.5.4 RHTCBLSPtch2 (Reading Hosp. Trauma Center BLS Patch 2)
    - 3.5.3.5.4.1 This Talk Group has both North and South Site coverage.
    - 3.5.3.5.4.2 RHTCBLSPtch2 is the secondary method used to provide BLS patient reports to RHTC when RHTCBLSPtch1 is in use.
  - 3.5.3.5.5 PottsBLSPtch1 (Pottstown Medical Center BLS Patch 1)
    - 3.5.3.5.5.1 This Talk Group has both North and South Site coverage.
    - 3.5.3.5.5.2 PottsBLSPtch1 is the primary method used to provide BLS patient reports to Pottstown Medical Center.
    - 3.5.3.5.5.3 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 1, 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 1, 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 1, 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. April 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 Groups 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.

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 not the Fire Police OIC/Group Supervisor for 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 1, 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 1, 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 1, 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.

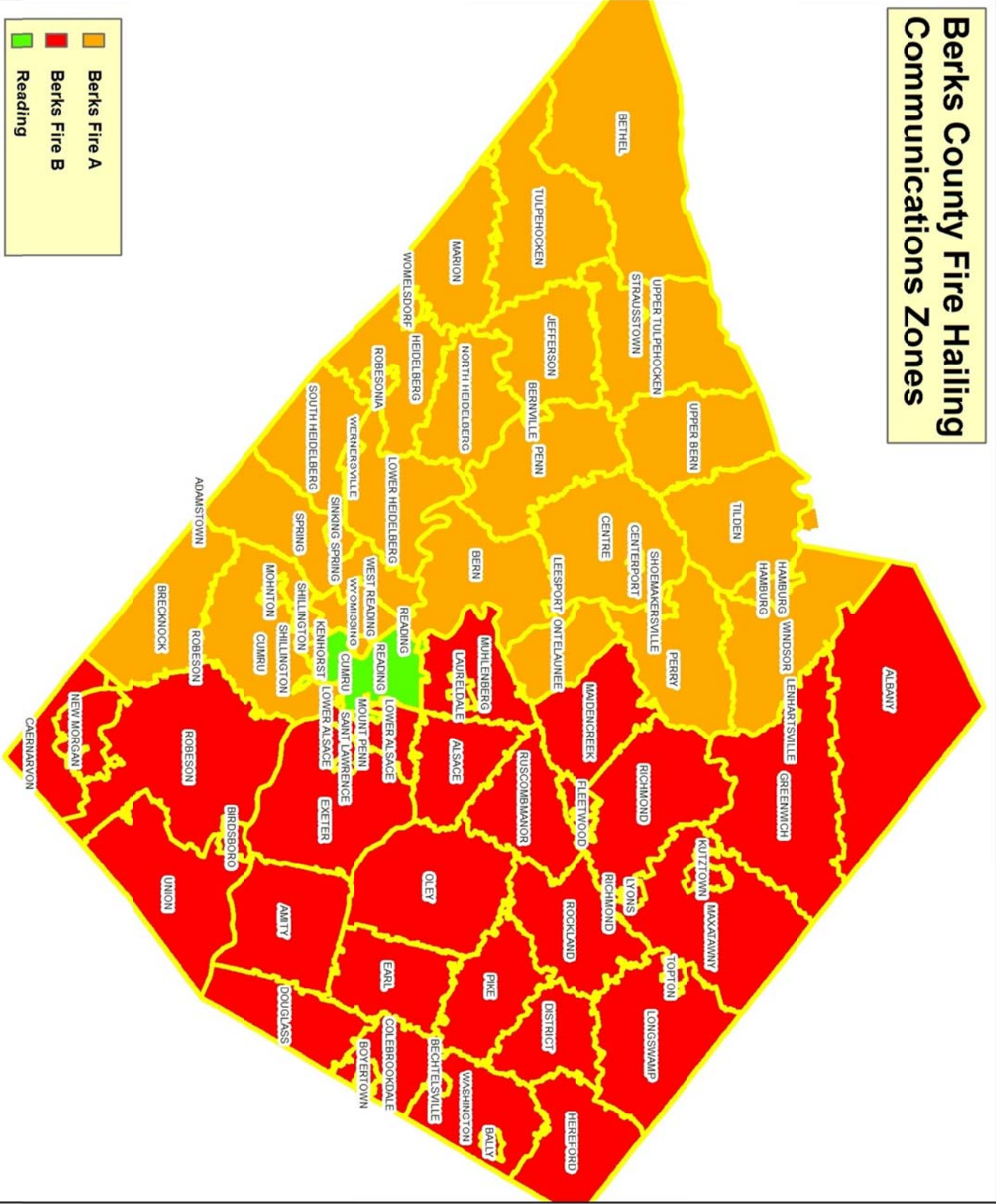
# **APPENDICES**

# APPENDIX A – FIRE HAILING COMMUNICATIONS ZONES

Rev. April 1, 2014

## Berks County Fire Hailing Communications Zones

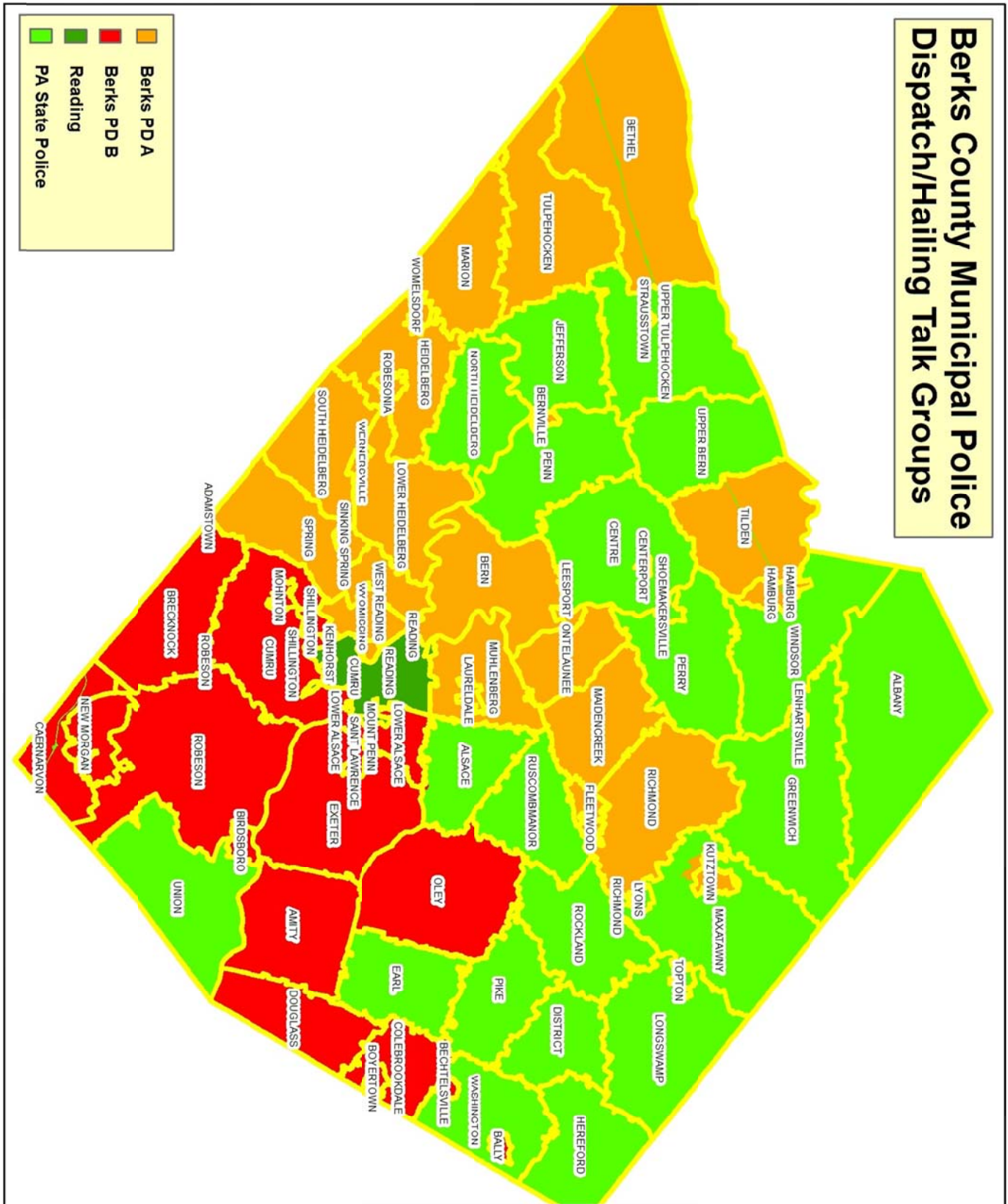
The legend is located in the top-left corner of the map area. It consists of three colored squares with corresponding text: a yellow square for 'Berks Fire A', a red square for 'Berks Fire B', and a green square for 'Reading'.





# APPENDIX B – MUNICIPAL POLICE DISPATCH/HAILING TALK GROUP ASSIGNMENTS

Rev. April 1, 2014



# APPENDIX C – SUMMARY OF PEIRS REPORTABLE INCIDENTS

Rev. April 1, 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](http://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**

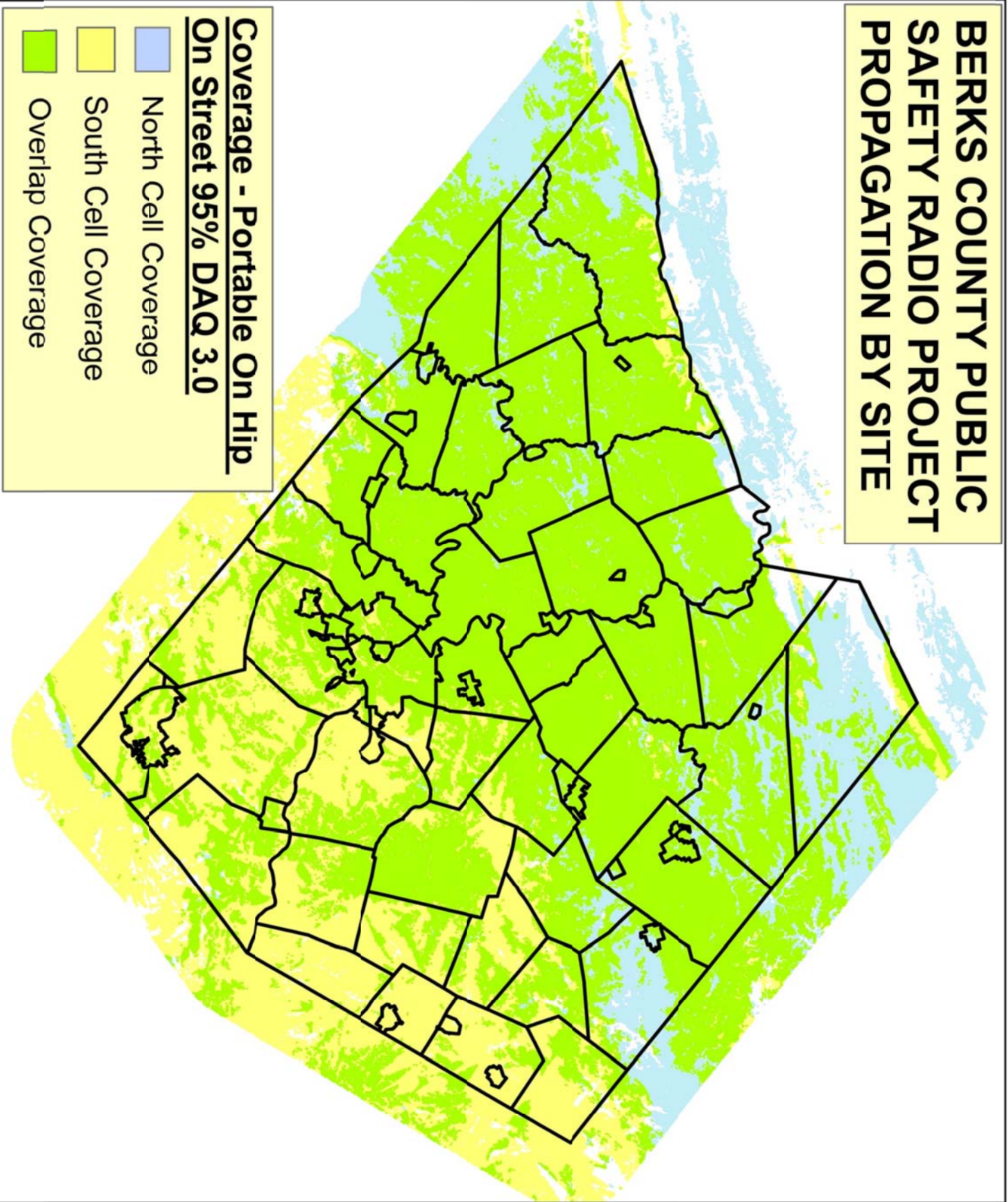
Any incident not covered above but otherwise considered reportable






# APPENDIX D – SITE LEVEL 700 MHz Rf COVERAGE

Rev. April 1, 2014

## 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. April 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                | BrksPDDispA        | AES        |
| County Police       | KutztwnRegPD    | KtownPD                     | N2                | N     | Y                | BrksPDDispA        | AES        |
| County Police       | TulpRegPD       | TulpPD                      | N2                | N     | Y                | BrksPDDispB        | AES        |
| County Police       | SthBrksRegPD    | SthBrkPD                    | S2                | S     | Y                | BrksPDDispA        | AES        |
| County Police       | ByrtwnRegPD     | ByrtwnPD                    | S2                | S     | Y                | BrksPDDispA        | AES        |
| County Police       | MfflinRegPD     | MiflinPD                    | S2                | S     | Y                | BrksPDDispA        | AES        |
| County Police       | ExeterRegPD     | ExeterPD                    | S2                | S     | Y                | BrksPDDispA        | AES        |
| County Police       | HmburgRegPD     | HmburgPD                    | N2                | N     | Y                | BrksPDDispB        | AES        |
| County Police       | WBerksRegPD     | WBrksPD                     | S2                | S     | Y                | BrksPDDispB        | AES        |
| County Police       | Ktown U PD      | KU PD                       | N2                | N     | Y                | BrksPDDispA        | AES        |



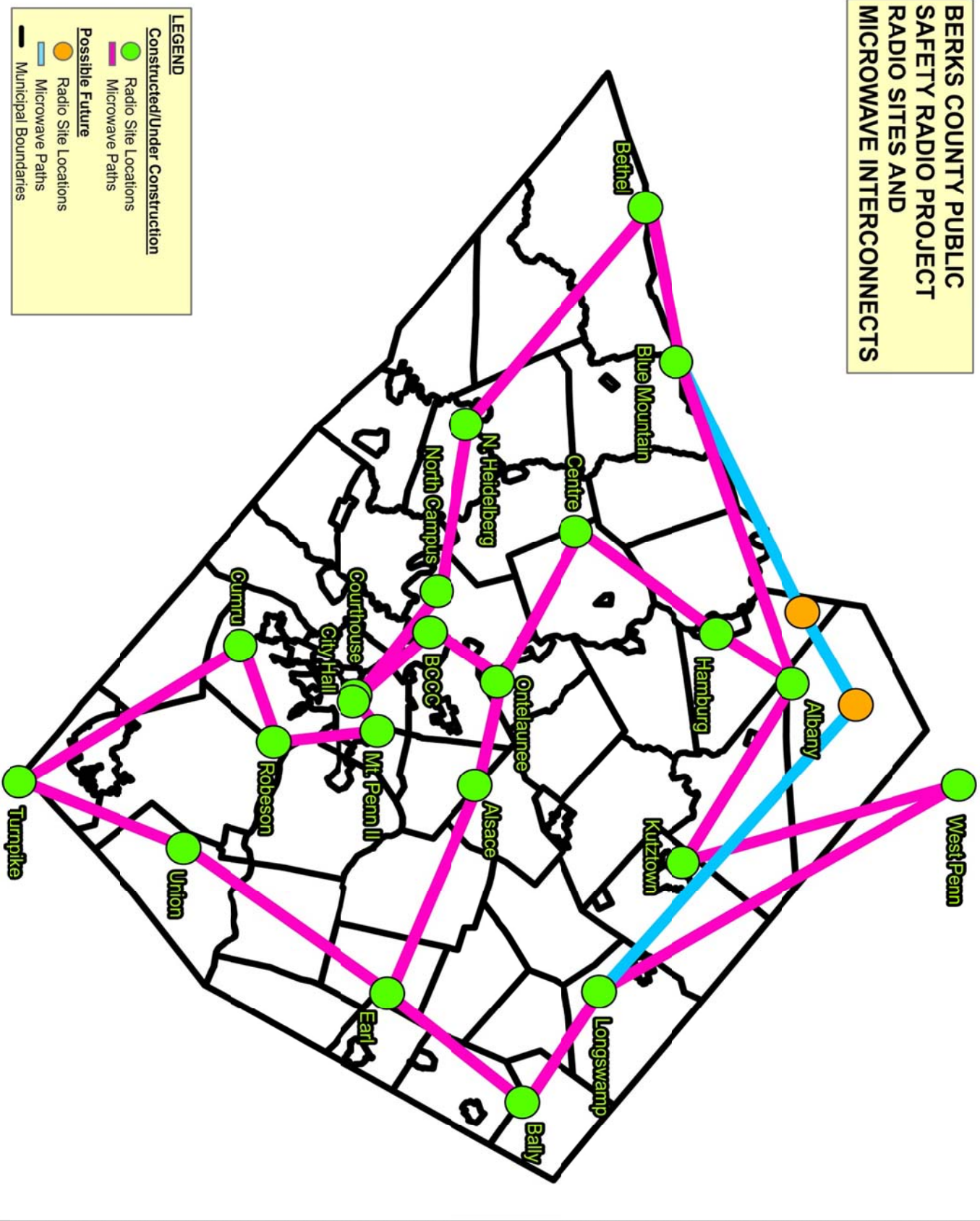
| TG Discipline Owner | Talk Group Name | Talk Group Name Top Display | Fail Soft Channel | Sites | Priority Monitor | Emergency Handling | Encryption |
|---------------------|-----------------|-----------------------------|-------------------|-------|------------------|--------------------|------------|
| County Police       | MuhlbrgRegPD    | MuhlPD                      | S2                | S     | Y                | BrksPDDispB        | AES        |
| County Police       | FiltwoodRegPD   | FiltwodPD                   | N2                | N     | Y                | BrksPDDispB        | AES        |
| County Police       | PenSt BrksPD    | PennStPD                    | S2                | S     | Y                | BrksPDDispB        | AES        |
| County Police       | SpringRegPD     | SpringPD                    | S2                | S     | Y                | BrksPDDispB        | AES        |
| County Police       | WyoRegPD        | WyoPD                       | S2                | S     | Y                | BrksPDDispB        | 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        |
| Othr. County Ser.   | Brks APO        | BrksAPO                     | S10               | N & S | N                | County EMERG       | AES        |

| <b>TG Discipline Owner</b> | <b>Talk Group Name</b> | <b>Talk Group Name Top Display</b> | <b>Fail Soft Channel</b> | <b>Sites</b> | <b>Priority Monitor</b> | <b>Emergency Handling</b> | <b>Encryption</b> |
|----------------------------|------------------------|------------------------------------|--------------------------|--------------|-------------------------|---------------------------|-------------------|
| 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 1, 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 I – AGENCY RADIO ID SUMMARY

Rev. April 1, 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         |
|                                            | 019                  |                           | 019                  | Earl Twp. Fire             |
|                                            | 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</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                  | Stouchsburg 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                  |                                  |
| Bernville Borough Police             | 057                  | Bernville 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                  |                                  |
|                                      | 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                  |                                  |
| Boyertown Borough Police             | 094                  | Boyertown Borough          | 094                  |                                  |

**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            |
| 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    |

# APPENDIX G II – LAW ENFORCEMENT UNIT RADIO ID SUMMARY

Rev. April 1, 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 1, 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/<br/>Discipline</u>                                                                                                                                                                                                                                                                                                                                                                                                                                               | <u>Designation</u>              | <u>Definition</u>                                                                                                                                                                                                                                                                                                                                                                    | <u>Radio ID</u><br>(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>                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| <b>CROSS DISCIPLINARY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                 |                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                        |                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>ORGANIZATION/<br/>AGENCY</b> | 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<br>Company 555              |
| <b>PERSONNEL HIERARCHICAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 |                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                        |                                        |
| NOTE:<br>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. | <b>COMMISSIONER</b>             | 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                                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>CHIEF</b>                    | 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<br>Chief 555<br>Chief 710     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>DEPUTY</b>                   | 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<br>Deputy 67-1<br>Deputy 710 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>ASSISTANT</b>                |                                                                                                                                                                                                                                                                                                                                                                                      | Assistant XX                                                                                                                                                                                           | Assistant 555                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>CAPTAIN</b>                  |                                                                                                                                                                                                                                                                                                                                                                                      | Captain XX                                                                                                                                                                                             | Captain 67-1                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>LIEUTENANT</b>               |                                                                                                                                                                                                                                                                                                                                                                                      | Lieutenant XX                                                                                                                                                                                          | Lieutenant 67-2                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>SERGEANT</b>                 | 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                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>CORPORAL</b>                 |                                                                                                                                                                                                                                                                                                                                                                                      | Corporal XX                                                                                                                                                                                            | Corporal 67                            |



|                       |                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                     |                                                                                                                                                                                                                 |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <p><b>FIREFIGHTER (Fire)/<br/>EMT (EMS)/<br/>PARAMEDIC (EMS)/<br/>TECHNICIAN (HazMat)/<br/>DISPATCHER/<br/>COUNTY<br/>EMERGENCY MANAGERS (EMC)<br/>FIRE POLICE</b></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<br/>Rank and file workers may use a TITLE-LAST NAME DESIGNATOR identifier OR<br/>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<br/>OR<br/>Firefighter XX LN<br/>OR<br/>Apparatus/unit position designation</p> | <p>Firefighter 67-1<br/>OR<br/>Firefighter 67 Smith<br/>OR<br/>Engine 67 Nozzleman</p> <p>AND</p> <p>EMT 555-1<br/>OR<br/>EMT Jones<br/>OR<br/>Medic 555 EMT</p> <p>AND</p> <p>EM 700-4<br/>OR<br/>EM Jones</p> |
| <b>MISC-ELLANEOUS</b> |                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                     |                                                                                                                                                                                                                 |
|                       | <b>COMM. CENTER UNITS</b>                                                                                                                                                                                                                                                                                                 | This designator is reserved for use by the Berks County DES to identify communications support units.                                                                                                                                                                                                                                                                                                                                                                                                                                               | COMM 700                                                                                            | COMM 700                                                                                                                                                                                                        |
|                       | <b>EMERGENCY OPERATIONS CENTER</b>                                                                                                                                                                                                                                                                                        | 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                                                                                                                                                                                             |
|                       | <b>FIRE MARSHAL</b>                                                                                                                                                                                                                                                                                                       | 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<br>FM 25                                                                                                                                                                                                  |
|                       | <b>LOCAL EMERGENCY MANAGEMENT COORDINATOR</b>                                                                                                                                                                                                                                                                             | 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                                                                                                                                                                                                          |
|                       | <b>DEPUTY LOCAL EMERGENCY MANAGEMENT COORDINATOR</b>                                                                                                                                                                                                                                                                      | 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                                                                                                                                                                                                    |
| <b>EMS</b>            |                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                     |                                                                                                                                                                                                                 |
|                       | <b>AMBULANCE</b>                                                                                                                                                                                                                                                                                                          | 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                                                                                                                                                                                                   |
|                       | <b>ATV</b>                                                                                                                                                                                                                                                                                                                | 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                                                                                                                                                                                                         |
|                       | <b>CAR</b>                                                                                                                                                                                                                                                                                                                | A unit of a sedan or SUV type utilized for the carrying of personnel and/or equipment.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Car XXX                                                                                             | Car 555                                                                                                                                                                                                         |
|                       | <b>MCI</b>                                                                                                                                                                                                                                                                                                                | 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                                                                                                                                                                                                         |
|                       | <b>MEDIC</b>                                                                                                                                                                                                                                                                                                              | 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                                                                                                                                                                                                       |
|                       | <b>SQUAD</b>                                                                                                                                                                                                                                                                                                              | 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                                                                                                                                                                                                       |
|                       | <b>UTILITY</b>                                                                                                                                                                                                                                                                                                            | 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                                                                                                                                                                                                     |

|                                                                                                                                                                                                                                                                                                                                                                        |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                             |                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                        | <b>WHEELCHAIR</b>                                                              | 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                              |
| <b>FIRE</b>                                                                                                                                                                                                                                                                                                                                                            |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                             |                                             |
| 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. |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                             |                                             |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>AERIAL FIRE APPARATUS<br/>(Use one of the sub-definitions to the right)</b> | An apparatus meeting the definitions of NFPA 1901, Chapter 8. All aerial apparatus shall be defined as one of the following:<br><br><b>LADDER:</b> An aerial apparatus equipped with a straight ladder that meets NFPA 1901, Chapter 20, Section 2.<br><br><b>SNORKEL:</b> An aerial apparatus upon which the aerial device is non-climbable, includes a platform, and is constructed of 2 or more articulating booms.<br><br><b>TOWER:</b> An aerial apparatus upon which the aerial device is constructed of 2 or more telescoping sections and includes a platform. | Ladder XX<br><br>Snorkel XX<br><br>Tower XX | Ladder 67<br><br>Snorkel 67<br><br>Tower 67 |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>AIR</b>                                                                     | An apparatus that's primary purpose is to refill breathing air cylinders, and meets:<br>1. Minimum capacity of 3,000 cu.ft. breathing quality air<br>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.<br>3. Capability to fill 4500psi & 2216psi cylinders<br>4. Adequate means of verifying and documenting cylinders to be filled.                                                                                                                       | Air XX                                      | Air 67                                      |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>AIRPORT CRASH</b>                                                           | 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                                     |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>ATTACK</b>                                                                  | 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                                   |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>ATV</b>                                                                     | 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                                      |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>BRUSH</b>                                                                   | An all wheel drive unit generally designed for firefighting in brush or wildland areas. Shall have the following minimum equipment:<br>1) Minimum 10 GPM pump.<br>2) Minimum 50 Gallon water tank<br>3) 1 - chain saw<br>4) 1 – pre-connected hand line, any size 150 ft. in length or longer<br>5) 2 – Indian tanks, Backpack tanks or P.W.s<br>6) an assortment totaling 4 shovels, rakes or brush hooks                                                                                                                                                             | Brush XX                                    | Brush 67                                    |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>CANTEEN</b>                                                                 | A unit generally designated for serving refreshments to emergency service personnel at an emergency scene.                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Canteen XX                                  | Canteen 67                                  |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>CAR</b>                                                                     | A unit of a sedan or SUV type utilized for the carrying of personnel and/or equipment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Car XX                                      | Car 67                                      |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>COLLAPSE</b>                                                                | 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                                 |
|                                                                                                                                                                                                                                                                                                                                                                        | <b>ENGINE</b>                                                                  | 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                                   |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                  |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| <b>ENGINE/TANKER</b>       | A unit that meets all criteria outlined in the definitions for both Engine and Tanker apparatus.                                                                                                                                                                                                                                                                                                                               |                  |                  |
| <b>MARINE</b>              | 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        |
| <b>MOBILE COMMAND POST</b> | A unit primarily designed for the purpose of providing a mobile command environment during emergency operations.                                                                                                                                                                                                                                                                                                               | CP XX            | CP 67            |
| <b>QUINT</b>               | 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         |
| <b>REHAB</b>               | 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         |
| <b>RESCUE</b>              | 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 Appendix A of the Pennsylvania Department of Health Voluntary Rescue Service Recognition Program. | Rescue XX        | Rescue 67        |
| <b>RESCUE/ENGINE</b>       | 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.<br>1. Unit shall meet all the criteria for the Engine Category<br>2. Unit shall meet equipment requirements set forth for the First Response Level in Appendix A of the Pennsylvania Department of Health Voluntary Rescue Service Recognition Program.                                | Rescue-Engine XX | Rescue-Engine 67 |
| <b>SCUBA</b>               | 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         |
| <b>TANKER</b>              | A unit designed primarily for transporting large amounts of water to emergency scenes.<br>1. Minimum tank size of 1,500 gallons.<br>2. Minimum dump rate of 1000 gpm.<br>3. Minimum of (2), 2 1/2" direct fill connections                                                                                                                                                                                                     | Tanker XX        | Tanker 67        |
| <b>TRAFFIC</b>             | A unit designed primarily for the purpose of transporting personnel and equipment to control and detour traffic.                                                                                                                                                                                                                                                                                                               | Traffic XX       | Traffic 67       |
| <b>UTILITY</b>             | 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       |
| <b>HAZMAT</b>              |                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                  |
| <b>CAR</b>                 | A unit of a sedan or SUV type utilized for the carrying of personnel and/or equipment.                                                                                                                                                                                                                                                                                                                                         | Car XXX          | Car 700          |
| <b>DECON</b>               | 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         |
| <b>FOAM</b>                | 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:<br>1. 300 gal. of AR-AFFF foam concentrate<br>2. Appliances to establish (2) 1.5", (1) 2.5", and (1) master stream foam delivery line.<br>Unit must be inspected and designated by county emergency management.                    | Foam XX          | Foam 67          |

|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |            |            |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| <b>HAZMAT</b>  | 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 |
| <b>SPILL</b>   | 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   |
| <b>UTILITY</b> | 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 1, 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 <sub>1</sub> | 2 x System<br>3 x MotoBridge |
| North Campus    |             | S             |               |                    | X               |                 |         |     |                |                |     |                 |                 |                              |
| Kutztown        |             |               |               |                    | X               |                 |         |     | X <sub>r</sub> |                |     | X <sub>t</sub>  |                 |                              |
| Bethel          |             |               |               |                    | X               |                 | X       | X   | X              | X              |     | X <sub>t</sub>  | X               | 1 x Schuylkill               |
| Blue Mountain   |             |               |               |                    | X               |                 |         |     | X <sub>r</sub> | X              |     |                 |                 |                              |
| Hamburg         |             | S             |               |                    | X               |                 |         |     |                |                |     | X <sub>t</sub>  | X <sub>n</sub>  |                              |
| Albany          |             |               |               |                    | X               |                 | X       | X   | X              | X              |     |                 |                 |                              |
| N. Heidelberg   |             |               |               |                    | X               |                 | X       |     | X <sub>r</sub> |                |     | X <sub>tn</sub> |                 | 1 x Lebanon                  |
| Longswamp       |             |               |               |                    | X               |                 | X       | X   | X              | X              |     | X <sub>t</sub>  | X               |                              |
| West Penn       |             |               |               |                    | X               |                 | X       |     | X <sub>r</sub> | X              |     | X <sub>t</sub>  |                 | 1 x Lehigh                   |
| Courthouse      | S           | S             | S             | S                  |                 | X               |         |     |                |                | CS* |                 | CS <sub>2</sub> |                              |
| Services Center |             |               |               |                    |                 |                 |         |     |                |                |     |                 |                 | Mic Relay Only               |
| Mt. Penn II     |             | S             |               |                    |                 | X               | X       | X   | X              | X              | X   | X <sub>t</sub>  |                 | 4 x MedComm                  |
| Mt. Penn I      |             |               |               |                    |                 |                 |         |     |                |                |     |                 |                 | MedComm UHF                  |
| Bally           |             |               |               |                    |                 | X               | X       | X   | X              | X              |     | X <sub>t</sub>  | X <sub>n</sub>  | 1 x Montgomery               |
| Earl            |             |               |               |                    |                 | X               | X       | X   | X              | X              | X   | X <sub>t</sub>  | X               |                              |
| Alsace          |             |               |               |                    |                 | X               | X       |     | X <sub>r</sub> |                |     |                 |                 |                              |
| Cumru           |             |               |               |                    |                 | X               | X       | X   | X              | X <sub>r</sub> |     | X <sub>t</sub>  | X <sub>n</sub>  | 1 x Lancaster (OOS)          |
| Union           |             |               |               |                    |                 | X               | X       | X   | X <sub>r</sub> | X <sub>r</sub> |     |                 |                 |                              |
| Robeson         |             |               |               |                    |                 | X               |         |     |                |                |     |                 |                 |                              |
| Ontelaunee      |             |               |               |                    |                 | X               |         |     |                |                |     |                 |                 |                              |
| Turnpike        |             |               |               |                    |                 | X               |         |     | X <sub>r</sub> | X <sub>r</sub> |     | X <sub>tn</sub> | X <sub>n</sub>  | 1 x Chester                  |
| Centre          |             |               |               |                    |                 |                 |         |     |                |                | X   | X <sub>t</sub>  | X               |                              |
| City Hall       |             |               | S             |                    |                 |                 |         |     |                |                |     |                 |                 |                              |
| New Tripoli     |             |               |               |                    |                 |                 |         |     |                |                | X*  |                 | X               |                              |
| Mt. Penn-RMI    |             |               |               |                    |                 |                 |         |     |                |                |     |                 | CR              |                              |

|                         |                |
|-------------------------|----------------|
| Tranceive Site-----     | X              |
| Receive Only Site-----  | X <sub>r</sub> |
| Transmit Only Site----- | X <sub>t</sub> |
| New Remote Site-----    | X <sub>n</sub> |
| Control Station Site--  | CS             |
| Community Repeater      | CR             |
| System Function Site    | S              |

# APPENDIX I – SUBSCRIBER TRUNKED IDs AND ALIASES

Rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT

# APPENDIX J – FIRE/EMS ALERT PAGING SOP

Rev. April 1, 2014

RESERVED FOR FUTURE DEVELOPMENT