

## **Allied Radio Matrix for Emergency Response (ARMER) Standards, Protocols, Procedures**

Document Section 2	<b>Configuration and Allocation</b>	<b>Status: Complete</b>
State Standard Number	<b>2.16.0</b>	
Standard Title	<b>Emergency Button</b>	
Date Established	<b>01/19/2001</b>	<b>SECB Approval: 09/01/2005</b>
Replaces Document Dated	<b>09/01/2005</b>	
Date Revised	<b>12/14/2015</b>	

### **1. Purpose or Objective**

The purpose of this standard is to address Emergency Button usage. There will be a large variety of users on the radio system with various Emergency Button needs. The various ways the Emergency Button can be configured allow for flexibility of use; however, it is important to design the system in such a way that when an Emergency Button is pushed, it is responded to quickly and appropriately.

### **2. Technical Background**

#### **▪ Capabilities**

The Emergency Button feature, if programmed into radios, will allow a user to send an emergency notification by pressing a button on the radio. The notifications will audibly and visually alert all dispatch console positions displaying the talkgroup that receives emergency notification. Other radios that have the talkgroup selected will also receive the emergency notification and display the radio ID or alias of the radio generating the emergency.

Emergency calls are automatically assigned the highest priority available and would be first available from the queue if the system is in a busy situation. Subscribers' radios can optionally be configured to automatically key the Push-to-Talk (PTT) for a programmed period of time if the Emergency Button is pressed.

#### **▪ Constraints**

Emergency Button usage must be directed to a predefined talkgroup in the radio programming, and the talkgroup that is selected for this must be approved by the local System Administrator.

Pressing the Emergency Button does not provide a central radio monitoring point with emergency location information.

### **3. Operational Context**

An agency may use the Emergency Button function if they so elect; however, the process to receive an emergency notification needs to be documented and include resolution for the items listed under Section 4 of this standard.

#### **4. Recommended Protocol/ Standard**

Use of the Emergency Button as an emergency signaling option should be available to any agency on the radio system, subject to certain conditions and provisions.

- Agencies are not required to use this capability of the radio system.
- No agency will be permitted to enable their emergency signal on a talkgroup designated as “Emergency Button Restricted.”
- All agencies implementing the Emergency Button must have a plan in place to respond to Emergency Button activation.
- All Emergency Button response plans must include, at minimum:
  - A central radio monitoring point that can identify which radio user pushed the button and what the proper agency response should be.
  - A central monitoring point must be available during any/all hours that personnel are using the radio system.
  - A policy for use of the Emergency Button by radio users.
  - A response plan to assist the radio user in need.
  - In the event the central radio monitoring point is not the same agency as the radio user, an agreement on policy, monitoring, use, and response, must be in place among the agencies.

#### **5. Recommended Procedure**

N/A

#### **6. Management**

Agencies wishing to use the Emergency Button function must coordinate with agency resources that will be receiving the emergency calls. The receiving agencies must have an appropriate plan in place, documenting the process that they will use to handle the emergency notification.

Emergency Button usage must be directed to a predefined talkgroup in the radio programming, and the talkgroup that is selected must be approved by the local System Administrator.