

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

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State Standard Number	2.8.0	
Standard Title	Talkgroup and Radio User Priority	
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1. Purpose or Objective

The purpose of this standard is to establish varying priority levels for talkgroups. This will ensure the most critical talkgroups on the system are granted a channel as quickly as possible when the system is experiencing busy conditions.

2. Technical Background

▪ Capabilities

The system priorities can be managed at the user level and at the talkgroup level.

▪ Constraints

All User Priorities will be set to 10. As radio users change talkgroups, their effective priority will be set by the talkgroup they are on.

3. Operational Context

Priority levels in the system will be managed at the talkgroup level. The goal is to distribute priorities across the system's talkgroups in a way that maximizes the ability for critical groups to communicate and minimizes the number of talkgroups with high priority. All User Priorities will be set to the lowest priority level, which is 10. As radio users change talkgroups, their effective priority will be set by the talkgroup that they are on.

4. Recommended Protocol/ Standard

The talkgroup owner or applicable local System Administrator shall assign talkgroup priority levels, not exceeding the level defined by the criteria below. Talkgroup priorities assigned to level five or above are subject to the review and audit provisions that are specified in State Standards Section 1, Management of System.

Priority 1

[Definition: Emergency]

Priority 1 will be used only for Emergency Alert calls, i.e., calls where the emergency button is pressed will be given Priority 1 status.

Priority 2

[Definition: Extraordinary/Temporary]

Priority 2 will be used for temporary reprioritization (via System Manager terminal) of a lower priority talkgroup for critical operations, i.e., presidential motorcade, major incident command, etc. In addition, Priority 2 will be assigned to dedicated "EMERGENCY ALARM" talkgroups for agencies that do not use the Emergency Alert (Emergency Button) function.

Priority 3

[Definition: Shared Talkgroups normally dealing with Mutual Aid]

Priority 3 will be used for announcement groups (multi-groups), network wide, and local system wide mutual aid interoperability talkgroups.

Priority 4

[Definition: Console Tactical Upgrade For Priority 5]

A priority 5 talkgroup can be upgraded to priority 4 by a dispatcher switching the "access priority" icon in the talkgroup window from "normal" to "tactical."

Priority 5

[Definition: Owned Talkgroups dealing with the Safety and Protection of Life and Property]

Priority 5 will be used for talkgroups that have an impact on the delivery of services involving the safety and protection of life and property. Priority 5 talkgroups may also include those talkgroups used by personnel involved in high-risk and mission-critical field operations.

Priority 6

[Definition: Temporary Console Tactical Upgrade for Non-Mission Critical]

A priority 7 talkgroup can be upgraded to priority 6 by a dispatcher switching the "access priority" icon in the talkgroup window from "normal" to "tactical."

Priority 7

[Definition: Non-Mission Critical]

Priority 7 will be used for all other "secondary", "administrative", "nonessential", or "non-mission critical" talkgroups used by subscriber agencies, both public safety and general government.

Priority 8 - 9

[Unassigned]

Not used.

Priority 10

[Definition: Private and Interconnect Calls]

Priority 10 will be used for telephone interconnect calls or private calls, as defined by direct point-to-point, radio-to-radio communications that are not carried out within a talkgroup. This priority will also be used for talkgroups that are established for system testing.

5. Recommended Procedure

N/A

6. Management

The Statewide System Manager is responsible for supervision and management of this procedure. See State Standards Section 1, "Management of System."