Butler Regional Interoperable Communications System
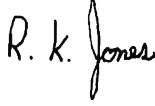
BRICS Special Order
Communications Division | Butler County Sheriff's Office

To:	All BRICS Dispatch Centers
From:	Sheriff Richard K. Jones *R. K. Jones*
Effective Date	January 20th, 2015
Subject:	**Response to Emergency Alarms**
Number:	2015-001
Cross-Referenced:	BRICS Policy 4.05 – Response to Emergency Alarms
Termination	This special order will be rescinded when it is incorporated as a permanent section in the BRICS manual or with an update to BRICS Policy 4.05.

Recently, on shared talkgroups, dispatch centers have "acknowledged" and "knocked down" emergency alarms from users or incidents for which they are not responsible. Such actions by a dispatcher effectively remove any indication of the emergency, at not only their own radio console position, but at all consoles across all dispatch centers.

This is a **serious safety concern**, and has the potential to delay or prevent a response from the dispatcher responsible for the user in distress.

BRICS Policy 4.05 *Response to Emergency Alarms*, published in 2010, standardizes the response to emergency alarms by all dispatch centers using BRICS radio systems. An upcoming revision to this policy will (1) update talkgroup names that were modified during our recent system upgrade and interconnection with the MARCS system, and (2) reflect the increased use of shared talkgroups that may result in emergency alarms that sound in multiple centers.

Procedures detailed within the policy regarding the process for responding to emergency alarms, including those that sound in multiple centers, remain current.

All dispatchers using BRICS radio systems shall:

- only use the "acknowledge" or "knockdown" command if they will be taking ownership of or otherwise handling the alarm, including but not limited to checking on the user and providing whatever resources or assistance their situation may require

- use the "acknowledge" command when taking ownership of the alarm, before querying the user in alarm

- use the "knockdown" command only once the user's emergency has been completely resolved or determined to be false

- use the "end emergency tones" command for emergencies outside their responsibility, for the purpose of muting the alarm at an individual console position

In the event an emergency alarm on a "09" talkgroup is not acknowledged by any center for a period of ten seconds, the Butler County Sheriff's Communications Center (9COM) shall assume control of the alarm. The 9COM dispatcher will check on the unit and notify the appropriate dispatch center based on the emergency's circumstances.