BRICS

TECHNICAL BULLETIN

LOCUTION AT 9COM – INFORMATION FOR FIELD RESPONDERS

Beginning December 20, 2017, 9COM will begin using Locution PrimeAlert to alert fire departments and EMS agencies for whom it provides dispatching services. The purpose of this document is to provide information to 9COM-dispatched departments on Locution.

WHAT IS LOCUTION?

Locution PrimeAlert ("Locution") is a software/hardware solution that automates the process of alerting fire departments and EMS agencies. When the dispatcher places a unit(s) in their computer-aided-dispatch (CAD) system into a dispatch status, Locution will send tones and voice announcement over all the same resources that are currently used. In addition, Locution will also send messages over a computer network for stations that have IP-based station alerting once that functionality is activated. If multiple calls are received and need to be dispatched at the same time, Locution will queue announcements based on the predetermined priority of the incident.

Locution has been procured to achieve the following outcomes:

1)	To reduce the amount of time between when a call is received and when it is dispatched by automating the process and enabling calls to be dispatched over individual resources as soon as possible.

2)	To reduce dispatcher workload

WHAT IS NOT GOING TO CHANGE IN LOCUTION?

Radio Resources – If you hear a dispatch on a certain talkgroup or VHF channel now, you will hear it over the same resource after Locution is activated.

Announcement Format – While the words during the announcement may differ slightly, the format of the announcement will be exactly as it has been since 2016.

Active9-1-1 – Locution will not affect Active9-1-1 functionality as this information is pulled out of CAD independently from Locution.

WHAT IS GOING TO CHANGE IN LOCUTION?

Timing of Announcements - To achieve the desired outcome of alerting agencies as soon as possible, Locution will launch an alert and make an announcement on all resources individually as soon as possible. On most occasions, alerts will launch simultaneously on all resources. For most alerts, however, the announcement portion of the alert will not occur simultaneously due to channel congestion, differences in tone length, and other technical issues. This may cause a 'stadium effect' where the voice announcement may be difficult to hear when listening to devices on two different talkgroups/channels that are out of sync. While BRICS encourages the use of a secondary method of alerting to ensure your

personnel receive their assignments, **we suggest that any amplification device use the audio from only one resource to play the announcement.**

Department Alerting Talkgroup - Your department's alerting talkgroup (example: Hamilton Fire Department's assigned talkgroup is '09 FD 20') sound a single tone before the voice announcement for the call is made. If your agency does not have IP-station alerting or you personnel are not in their station, **listening to your department's assigned Department Alerting Talkgroup will usually provide you with the quickest path to hearing the voice announcement of your department's calls.** As of this writing, all fire and EMS agencies dispatched by BRICS can find this talkgroup in Zone C of their BRICS 800 MHz Trunking System radio.

General Alarms – At this time, it is not possible to assign more than one tone pair to a unit. As such, we are unable to alert all stations at once using a general alarm and must, in those circumstances, sound the necessary tone pair for each station and/or sleeping quarters.

MISSING INFORMATION

Locution requires a valid address to voice a dispatch correctly. While BRICS and Locution have made efforts to ensure that every roadway in Butler County and adjacent counties has been added to the voice announcement database, dispatchers occasionally need to dispatch a call that will not validate in either the CAD or Locution databases or they may need to dispatch by a location named by description rather than an actual address (an example of this would be a location on I-75 with no nearby cross streets). Locution will handle these issues in one of three manners:

1) Advising responders to 'refer to MDC for address'
2) Playing a double beep when it is unable to pronounce a small portion of the address
3) Spelling out the information letter-by-letter

When any of these scenarios occur, the dispatcher will clarify the missing information when the first unit acknowledges the call.

QUESTIONS AND CONCERNS

As always, should any service-affecting issue arise that needs immediate attention including an issue with Locution, you can contact the on-call BRICS technician 24 x 7 at 513-785-1299.

For any issue that can wait until the next business day to be addressed including Locution, you can submit a ticket 24 x 7 by navigating to http://brics.butlersheriff.org/tickets/

Any questions or concerns about Locution can be directed to the BRICS during the regular business hours at 513-785-1299 or by submitting a email to radiohelp@butlersheriff.org