



MISSOURI DEPARTMENT OF PUBLIC SAFETY
MISSOURI INTEROPERABILITY CENTER

Policy Title: Interoperable Talkgroup Standard Operating Procedures

Version: 1.7

Issued: August 2012

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1. INTRODUCTION:

The purpose of this Standard Operating Procedure (SOP) is to define the use of County All, County Travel, Regional Interoperable (I/Os), Regional Event, Statewide I/Os Interoperable Missouri Statewide Interoperability Network (MOSWIN) talkgroups. MOSWIN I/O talkgroups may be used by emergency responders throughout the State of Missouri for communications during an emergency incident or a planned event, local, regional, or statewide. This SOP will help define what talkgroups each agency shall minimally program into their radios, where to rest, provide priority scan list, and instruction on when to implement the use of the Regional I/Os and Statewide I/Os for emergency incidents and how to implement and use the Regional and Statewide Event talkgroups.

2. PURPOSE/OBJECTIVES:

Establish SOPs for the use of shared County All, County Travel, Regional Interoperable (I/Os), Regional Event, Statewide I/Os Interoperable Missouri Statewide Interoperability Network (MOSWIN) talkgroups. The intent of this protocol is to establish an orderly, workable radio resource for the use of operational, as well as command and control talkgroups. These talkgroups can be used in everyday mutual aid response or in the event of a major incident, ranging from an intra-discipline, intra-jurisdictional incident to inter-discipline and inter-jurisdictional incident in the State of Missouri.

The shared regional talkgroups have been designed for mutual aid incidents or events within Missouri. These talkgroups provide communications capabilities to command and operational personnel that are responsible for incidents requiring multiple jurisdictions and assets.

3.1 INTEROPERABLE TALKGROUP DEFINITIONS:

MOSWIN P25 VHF digital trunked I/O talkgroups shall be used for interoperable communications during wide area incidents or events where departments, either law, fire, EMS, or County governments require mutual aid response.

3.2 TALKGROUP MINIMAL PROGRAMMING REQUIREMENTS:

MOSWIN member agency radio(s) "must carry" programming will include: County All, County Travel, Regional I/Os and Event talkgroups, Statewide I/Os and Event talkgroups. In radios with limited programming space the minimum must carry includes: MO I/O Call, Statewide Event 1, Region I/O Call, Region Event 1, Discipline (Law 1, Fire 1, EMS 1) and County All, County Travel. Note: Region "LAW/SWAT" access is limited to law enforcement agencies only.

"County All" talkgroup is intended to facilitate agency to agency, multi-discipline Interoperable communication within a specific county. Traffic is permitted on this channel without MOSWIN coordination. It should be noted this is a countywide talkgroup utilized by all users in the county. As such, this talkgroup will support traffic from all disciplines so there should be no expectation by users that this talkgroup is private. All talkgroup members are responsible for developing their own protocol for talkgroup use.

MOSWIN will mandate the programming of the "County Travel" talkgroup into each member radio originating within a specific county. "County Travel" talkgroup use is defined under Itinerant use.

Itinerant use is defined as non-mission critical radio communications in support of units operating outside of their originating county with the need to remain in contact with their home dispatch.

"County Travel" function is allowed to facilitate non-mission critical communication for agency members traveling outside their home county. Traffic is permitted on this channel without MOSWIN coordination. It should be noted this is a "County Travel" talkgroup, * so when the radio is keyed outside of its home county the ability to receive and transmit is enabled by multiple MOSWIN tower sites *outside the home county* located across the state and potentially will draw additional channel resources from the site handling the users agency radio traffic.

Examples of itinerant use are:

- A sheriff's deputy on a prisoner transport across the state needs to communicate with their dispatch or the dispatch point for the location nearest them.
- A regional response team traveling to/from an incident needs to communicate with their dispatch.
- Itinerant use will occur on predefined channels in accordance with the guidelines for use of those channels.

*Communications on "County Travel" should be sparse and concise recognizing the need for efficient use outside the home county. MOSWIN System Administration will regularly monitor the use of this channel and will not allow excessive itinerant travel communication to interfere with mission critical communications and may rescind this talkgroup for any agency abusing this function in accordance with the MOSWIN Rescind Talkgroup Access Process policy.



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MOSWIN strongly advises agencies to train their personnel when on travel to always be aware what region they are traveling in when on travel. Additionally, agencies must train personnel to be very familiar with their radio equipment to be able to turn the appropriate talkgroup in an emergency. Emergency calls are not to be made on "County Travel" talkgroups. When in transit, emergency calls must be made on the specific region "call" in which the emergency assistance is needed to ensure the quickest response and support to the user.

· Regional Interoperable Talkgroups - Regional I/Os

Five Regional I/O talk groups per region are common to all system radios and can be used to communicate with other system users **region-wide**. PSAPS throughout each region must have these talk groups programmed into the control station. Regional I/O talkgroups are for emergency, mission-critical communications. Every PSAP must monitor their Region "Call". If the PSAP borders another Region it may scan the bordering Region "Call" as well.

While conventional channels are incident-based, the regional interoperability talk groups allow for multiple incident coordination and resource coordination region-wide. These talk groups have region-wide coverage which extends into counties bordering the region but not beyond that regional coverage area. These talk groups are available to all system users within the region, border counties, or deployable assets, such as mobile command posts, that may be used in the region.

These are regional talk groups and subject to regional policy. It is recommended that their usage remain consistent with other interoperability channels.

- o Region "Call" is the designated calling channel.

- o Recommend PSAP's in the region scan/monitor the first regional talk group at a minimum.
- o Recommend regional interoperability talk groups remain non-discipline specific.

Every radio on the system should have the five regional talk groups for their region. Non-system users or out of region users should use MTAC.

· Statwide Interoperable Talkgroups - Statewide I/Os

Five statewide I/O talk groups are common to all system radios and can be used to communicate with other system users **statewide and across multi-disciplines**. Control stations at PSAPS throughout the state shall have these talk groups.

Where the regional interoperability talk groups are intended for coordination of multiple incidents within a region, the statewide interoperability talk groups are intended for coordination of incidents and resources in multiple regions. Statewide interoperability talk groups have inter-regional coverage and can be used by users roaming outside their home region.

The first statewide interoperability talk group (MO IO Call) is a hailing channel and it is recommended that it be scanned as a secondary to the regional calling channel. Statewide interoperability talk groups are non-discipline specific.

Every radio on the system should have the five statewide interoperability talk groups. Non-system users should use MTAC.

· Regional and Statewide Event Talkgroups

Five regional and Five statewide event talk groups have been provisioned in the system for special event usage for each region. These are available to any system users who wish to have them provisioned in their radios. Participants may use some, none, or all. The talk groups are normally disabled in the system and must to be activated for a specific duration on a site by site basis with prior request to MOSWIN System Administration. These talk groups can be requested by any system user agency to be used for **multi-discipline** communications by system users involved in the event. Some examples of events might include the governor's inauguration, the Tour of Missouri, the Missouri state fair, local fairs or festivals, etc. Usage of these talk groups would be subject to the guidelines of the event organizer or commander.

· Trunked Common Dispatch Talk Groups

Inter-agency Memoranda of Understanding, MOU's, may be established and agreed upon to allow agencies to share talk groups



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and communicate directly between agency users and dispatch centers on MOSWIN.

3.3 CONTROL STATION MONITORING AND SCANNING STANDARD:

It is recommended that all Control Stations within a region to monitor "rest" on their respective "Region I/O Call" talkgroup. This talkgroup is common to all control stations within each region. All Control Stations within the Region must scan County "All", "Travel", and MO I/O "Call."

4. RECOMMENDED PROTOCOL/STANDARDS:

The following bullets define the recommend baseline that should be in place during an emergency incident or planned event that would require the use of regional talkgroups.

- o **National Incident Management System (NIMS)** - Depending on the size and scope of the incident, the Incident Command Systems (ICS) shall be compliant with the latest standards set forth by NIMS. It is required that the ICS be used for any regional emergency incident or event that requires resources, multi agency or multi-jurisdictional.
- o **Plain Language** - All communications on a Regional Talkgroup during a multi-agency, multi-discipline incident shall be in plain language. The use of 10-codes, acronyms and abbreviations could confuse communications between agencies and shall never be used.
- o **Unit Identification** - Announce your home agency prior to announcing your unit identifier during interoperable communications on a regional talkgroup. (i.e. *"Maryville DPS to Buchanan County Communications on Region H Call"*)
- o **Monitoring Regional Talkgroups** - When ICS is established, the Incident Commander or his/her designee will ensure that regional I/O talkgroups are monitored while in use.

5. PROCEDURES FOR ASSIGNMENT OF REGIONAL TALKGROUPS:

5.1 The incident commander (IC) should request an incident be moved to a regional talkgroup from Region I/O "Call". Region I/O "Call" serves as the "calling channel." Patching conventional channel resources is allowed during critical incident response. See Inter-system Connection policy for details.

5.2 It will be the responsibility of the incident commander (IC) to collaborate with their primary dispatch center to arrange the movement of the incident to a Regional I/O. It shall be the responsibility of the primary dispatch center to ensure that the regional talkgroup(s) is available for use.

5.3 The incident commander (IC) will have the responsibility to establish the COMMAND CHANNEL for the incident. The IC will then assign the Region Fire TAC, Region LAW TAC, or Region Emergency Medical Service (EMS) TAC as the working incident talkgroup or on scene talkgroup between units

5.3.1 While enroute, outside resources shall communicate on the Region Call or Statewide Call. The resource shall utilize this talkgroup to communicate with the IC, obtain directions, check in to the incident, and be directed to the appropriate talkgroup as needed

5.4 The IC should implement other Regional and/or Statewide I/Os as the incident communications deem necessary. Once the IC assigns an alternate Regional I/O channel, the IC, or his or her designee, shall monitor that I/O, in addition to any TAC channels already being monitored

5.5 The IC will make proper notification to all on scene units and MOSWIN System Administration if Regional and/or Statewide Event talkgroups are needed to be activated to accommodate the incident as it evolves (6.15). IC will need to contact MOSWIN System administration to release the use of the Regional and/or State event talkgroups when the incident is complete.

6. PROCEDURES FOR ASSIGNMENT OF REGIONAL EVENT TALKGROUPS:

6.1 Regional and Statewide Event talkgroups are available but require contacting MOSWIN System Administration with a request and justification for activation. Upon, MOSWIN System Administration approval the requested Regional Event talkgroup(s) will be activated and



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available for use.

These talkgroups should be used for primary non-emergency events such as: parades, air shows, fairs, sporting events, or other large crowd gathering events.

6.1.5 The IC or communications coordinator for the event shall follow the same procedures as above when requesting the use of Regional EVENT 1, 2, 3, 4, 5 talkgroups.

The Regional EVENT talkgroups can also be used as "over flow" talkgroups on an EMERGENCY incident as the incident requires and the IC or communications coordinator deems necessary (5.5).

6.2 The IC will make proper notification to all on scene units and MOSWIN System Administration to release the use of the Regional Talkgroups when the incident is completed.