

CUTOVER HAPPENED!!

We are on the air! Cutover successfully happened on Sunday 10/18/2015. All units were moved over by 1315 hours. This was a big milestone and we are very pleased with how this event went. We trust you will find the new system to be robust and reliable and we are excited to finally have it on the air!

Fire and EMS Simulcast Paging –

We are on the air with simulcast paging at 22 sites. Please let us know about any issues that you may have with pagers not alerting.

Trouble Tickets –

We are going to implement a trouble ticket system for post-cutover related technical problems. For now, you can email your technical issues to radiorepair@buckscounty.org

You can always stop into the Radio Shop for first level support as needed. Technicians are on site from 0700-1600 daily.

Training Classes –

The training classes were video recorded and sent out via Dropbox last week. We are also going to make DVDs and send them to all stations in the next couple of weeks. Please let Audrey know if you need the link for the Dropbox video ahead of the DVD arriving at your office. The Fire/EMS video was cutoff in the transition over to Dropbox – we will re-send that out to everyone.

Post Cutover Items –

We are working on a priority list for post-cutover. We have heard about things like timing, buttons and their use, fireground channels, direct police channels, etc. Please send your requests to Audrey.

Emergency Button Activation Update

With the cutover of the new radio system, we wanted to explain how the Emergency Activation currently works.

When a user pushes the emergency button, that user's radio goes into a "silent" mode until the user pushes the Push to Talk (PTT) button. This means all of the other users on your channel will get the alert that an emergency was declared. Also if you are on the network, every dispatch console is notified that an emergency was declared and by who. If your radio is the one that declared the emergency, you will not hear or see anything on your radio until you press the PTT button. This includes dispatch and other units that may be responding to your location. The "offending" radio will not hear ANY radio traffic until the PTT button is pressed.

We have discussed this with the chairs from all three advisory boards to ensure that everyone understands exactly how this is currently programmed. We have asked for feedback on what the

user community wants from this feature so that if changes are necessary, we can implement them according to what is best suited for each of the services.

From a law enforcement perspective, there is a certain appeal to this set up especially in a tactical situation where you may be unable to transmit any other messages. The negative impact is that you will be unable to confirm an emergency or advise that it was a mistake until you hit the PTT button.

From a Fire Service or EMS perspective, we are looking at changing this programming so that the radio doesn't enter a "silent" mode upon the declaration of the emergency. The feedback from the Advisory Chairs thus far is that it would be better to have the immediate ability to confirm the emergency or advise the incident commander and the dispatch staff that it was a false alarm. Also, the user will get immediate feedback from the radio with a sound and light that the emergency ID successfully activated.

Here are the options to consider:

1. Silent Alarm the way it currently is.
2. Silent Alarm with unmute option - Offending radio will not make any notification that Emergency ID was activated, but the user will be able to hear dispatch and other units.
3. Silent Alarm with Hot Mic - the mic is activated for up to 10 seconds after the emergency button is pushed.
4. Silent Alarm disabled - offending radio makes the audible and visual indication that Emergency ID has been pressed.
5. Keep Alive - Radio cannot be powered down while in Emergency Mode. This doesn't have a live mic, and it doesn't allow you to power down – you have to hold the emergency button for 2 seconds to reset your alarm.

Please take a moment and let us know what you think best works for your service and we will keep you apprised of any changes that are made. This is a high priority item and we ask that you respond back to us as soon as you can so that we can address it immediately.

We would ask that you copy the chairmen from your respective advisory boards in the responses as you send your thoughts back to the County. Please send your responses back no later than Wednesday 10/28/2015.

EMS Advisory Chairman: Jason Dowd jdowd@tri-hampton.org

Fire Advisory Chairman: Adam Selisker aselisker@ntvfc.org

Law Enforcement Chairman: Fred Harran fharran@bensalempa.gov

County 911 Director: Audrey Kenny arkenny@buckscounty.org

Radio Project Status Report
October 19, 2015

What to do with the old radios?

The law enforcement community has requested a central repository to dispose of the old radios. We are working to secure a disposal area and will get back to you in November with where to take the radios if you want to get rid of them.

For Fire Companies that purchased radios with relief money, please check your relief inventory and decommission them with a disposition. For assistance, see the Relief Association Guide Book.