

Commonwealth of Pennsylvania
Governor's Office of Administration
Public Safety Radio Technology Bulletin

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Issued by:	Deputy Secretary for Public Safety Radio

Supporting Documents

Type	Document ID	Title
<i>None</i>		

Record of Changes

Ver.Rel	Issue date	Revised by	Status	Description
1.0	11/27/2006	J Seefeldt	Downlevel	Original issue
1.1	2/8/2007	J Seefeldt	Downlevel	Change system name to "PA-STARNet."
1.2	2/21/2007	J Seefeldt	Downlevel	Fix Deputy Secretary title.
1.3	11/5/2008	J Seefeldt	Downlevel	Apply boilerplate changes from OA Legal review.
1.4	2/2/2009	J Seefeldt	Downlevel	Remove categorization and rename from "USE001".
1.5	7/27/2010	J Seefeldt	Published	Apply revised policy language standards and hailing protocols; adopt Title 35 compliant definitions.

1. Purpose

This policy establishes guidelines for emergency communication using the Pennsylvania Statewide Radio Network (PA-STARNet) among public safety and law enforcement organizations with responsibility for emergency response or emergency management in the City of Philadelphia.

2. Scope

This policy applies to the following organizations as a condition of PA-STARNet use:

- 2.1. Philadelphia Police Department (PPD)
- 2.2. Pennsylvania Emergency Management Agency (PEMA)
- 2.3. Philadelphia Emergency Operations Center (PEOC)
- 2.4. Pennsylvania State Police (PSP)
- 2.5. Other commonwealth agencies using PA-STARNet

3. Policy

- 3.1. The organizations listed in **2. Scope** agree to conduct emergency communication using PA-STARNet according to the policies and procedures set forth herein to facilitate cooperative and coordinated response in the event of an emergency affecting the City of Philadelphia.
- 3.2. Commonwealth agencies other than PSP involved in response to an emergency affecting the City of Philadelphia agree to direct all emergency communication to

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public safety or law enforcement organizations within the City of Philadelphia through PEMA.

- 3.3. PEMA owns and administers shared voice groups for intercommunication among the affected organizations according to the communication paths portrayed in **Figure 1** and **Figure 2**.

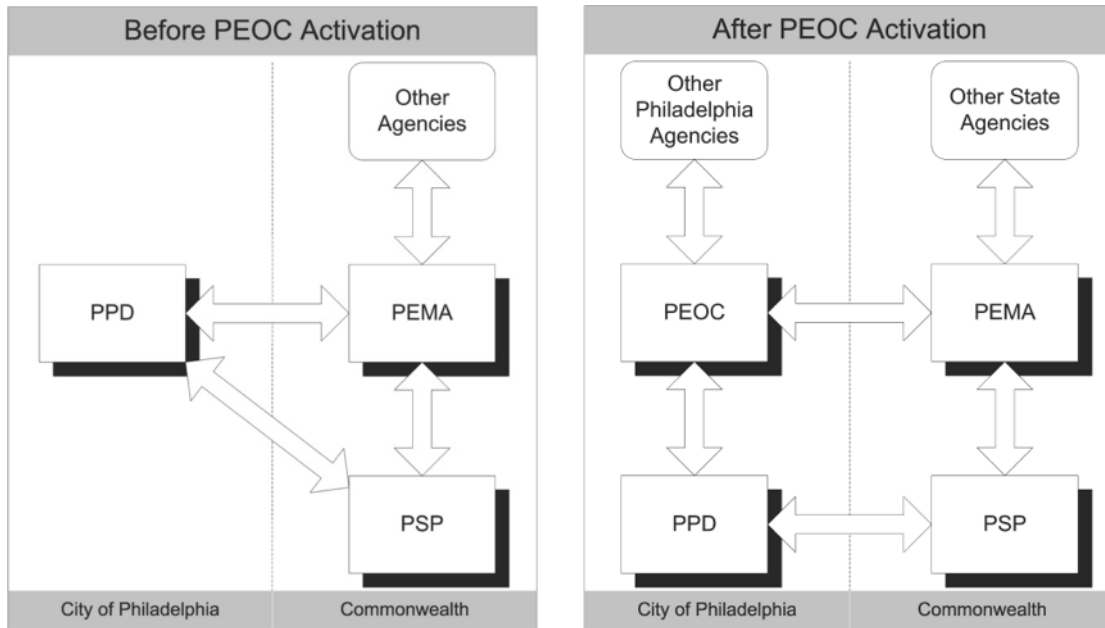


Figure 1—
Communication Paths Before PEOC Activation

Figure 2—
Communication Paths After PEOC Activation

- 3.4. PPD and PSP agree to permit and provide for direct communication in support of activities within the City of Philadelphia, using one or more PA-STARNet voice groups designated for that purpose.
- 3.5. PPD agrees to monitor the PA-STARNet voice group designated for communication with PEMA and respond to any announcement or request from PEMA relating to emergency communication.
- 3.6. Communication within the scope of this policy observes the following protocols:
 - 3.6.1. Organizations are referred to during emergency communication according to **Table 1**, except that PPD may assign specific call signs for PSP use.

Organization	Refer to as	Pronunciation
PEMA	"PEMA"	pě'-mä
PPD	"Philly PD"	fīl'-ē pě'-dē'
PSP	"PSP"	pě'-ēs-pě'
PEOC	"Philly EOC"	fīl'-ē ē'-ō-sē'

Table 1—Reference to Organizations During Communication

- 3.6.2. The caller and person responding must identify themselves at the start of any conversation by name, designation, and organization represented, as appropriate.

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- 3.6.3. In addition to identifying himself or herself according to the protocol above, the caller hailing another party to initiate a conversation must also include the name of the PA-STARNet talk group used to transmit to avoid confusion with any scanned talk groups by receiving parties. This requirement applies only to initiation of the conversation, after which the talk group name no longer needs to be included.
- 3.6.4. All communication uses plain language and common terminology, avoiding codes, acronyms, abbreviations, and unnecessary technical terms.
- 3.6.5. The following are examples of proper exchanges using these protocols:
 - 3.6.5.1. "PEMA to Philly PD on talk group PHILA: We need an update on the number of injuries."
"Philly PD to PEMA: Stand by, we will have that for you in a few minutes."
 - 3.6.5.2. "PEMA to Philly EOC on talk group PHILA: Can you give us an exact location of the incident?"
"Philly EOC to PEMA: The exact location is 1234 Market Street."

4. Definitions

- 4.1. Disaster
An event that has a large-scale adverse effect on individuals, the environment, the economy, or property.
- 4.2. Emergency
Any incident that requires responsive action to protect individuals, the environment, the economy, or property. In the context of this policy, the term "emergency" is restricted to events occurring within or affecting the City of Philadelphia.
- 4.3. Emergency Communication
Means and methods for transmitting and receiving information necessary for successful incident management, as needed and as authorized (U.S. Department of Homeland Security, [National Emergency Communications Plan](#), July 2008, Appendix A, "Glossary of Terms," p. A-26). In the context of this policy, the term "emergency communication" is restricted to communication in support of emergency response within the City of Philadelphia.
- 4.4. T-Band
PPD two-way radio channel for citywide communication, designated by PPD as the means of communication with PSP.

5. Responsibilities

- 5.1. PEMA is responsible for the following:
 - 5.1.1. Designating and administering PA-STARNet shared voice groups to support intercommunication as described in this policy.
 - 5.1.2. Serving as the primary conduit of communication between organizations representing the City of Philadelphia and commonwealth agencies.
- 5.2. PPD is responsible for the following:
 - 5.2.1. Serving as the primary point of contact for emergency communication with commonwealth agencies in the initial stage of an emergency, should PEOC not yet be activated.

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- 5.2.2. Monitoring the PA-STARNet voice group designated for emergency communication and responding to announcements and requests from commonwealth agencies.
- 5.2.3. Monitoring PSP communication using the PA-STARNet voice group for T-Band communication, and responding to information and requests from PSP.
- 5.3. Once activated, PEOC serves as the primary point of contact for emergency communication with commonwealth agencies other than PSP.
- 5.4. PSP responds to emergency communication from PPD using the PA-STARNet voice group for PPD's T-Band dispatch console. PSP may initiate direct communication with PPD as well, using that PA-STARNet voice group.

6. Procedures

- 6.1. In case of an emergency affecting the City of Philadelphia, PEMA, PSP, PPD, or PEOC initiates emergency communication using the appropriate PA-STARNet voice group.
- 6.2. PEMA establishes communication with PPD to coordinate emergency communication, and to determine whether the PEOC has been activated.
- 6.3. If an emergency exists and PEOC has not yet been activated, the following procedures apply:
 - 6.3.1. PPD responds to requests from PEMA, communicating with PEOC and other City of Philadelphia organizations as necessary.
 - 6.3.2. PPD and PSP conduct direct emergency communication as necessary.
 - 6.3.3. PPD ensures that messages are repeated to either PEMA or PSP as necessary.
 - 6.3.4. Upon activation of PEOC, PPD contacts PEMA to transfer responsibility to PEOC as the primary point of contact for emergency communication with PEMA.
- 6.4. If PEOC has been activated, the following procedures apply:
 - 6.4.1. PEMA coordinates emergency communication among commonwealth agencies except PSP, communicating with City of Philadelphia organizations through PEOC.
 - 6.4.2. PEOC coordinates emergency communication among City of Philadelphia organizations, communicating with commonwealth agencies through PEMA.
 - 6.4.3. PPD and PSP conduct direct emergency communication as necessary.
 - 6.4.4. PPD ensures that messages are repeated to either PSP or PEMA, through PEOC, as necessary.
- 6.5. Upon termination of the emergency by the Mayor of Philadelphia or the Governor of the Commonwealth of Pennsylvania or a designee of either official, or upon expiration of the need for further intercommunication concerning the emergency, PEMA announces to PEOC that emergency communication is closed.
 - 6.5.1. PEMA notifies all commonwealth agencies that the emergency has ended and emergency communication is closed.

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6.5.2. PEOC notifies all City of Philadelphia organizations that the emergency has ended and emergency communication is closed.

7. Exemption

Any affected entity seeking exemption from this policy should complete a *Public Safety Radio Standards Waiver Request* and submit it by e-mail to RA-RadioPolicy@state.pa.us for review.

8. Questions

Any questions about this policy statement should be directed by e-mail to RA-RadioPolicy@state.pa.us.