

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

ID and Title:	RTB005    Emergency Behavior
Issued by:	Deputy Secretary for Public Safety Radio

### Supporting Documents

Type	Document ID	Title
CD	GEN001	OpenSky® Fleet Map Glossary

### Record of Changes

Ver.Rel	Issue date	Revised by	Status	Description
1.0	2/16/2007	J Seefeldt	Downlevel	Original issue
1.1	2/21/2007	J Seefeldt	Downlevel	Fix Deputy Secretary title
1.2	2/2/2009	J Seefeldt	Published	Remove categorization and rename from "USE005"; conform to boilerplate changes.

#### 1. Purpose

This policy establishes guidelines for use of OpenSky™ emergency behavior in agency fleet management. Emergency behavior is a feature of OpenSky radios allowing configurable notification of fleet radios or consoles in case of activation by an end user's pushing the button designated for this purpose on OpenSky subscriber devices.

#### 2. Scope

This policy applies to all departments, boards, commissions, and other organizations using PA-STARNet.

#### 3. Policy

3.1. Agencies shall not make use of emergency behavior without the written approval of the Office of Public Safety Radio Services (OPRS). Approval shall be based on the agency's submission of a written plan including all pertinent information specified under **6. Procedures**.

3.1.1. Agencies shall conform to the approved plan for use of emergency behavior in implementing the agency's fleet map, and in any changes to the fleet map following initial implementation.

3.1.2. Agencies shall include in the plan submitted the proposed method of monitoring emergency-capable voice groups for agency emergency declarations.

3.1.3. Upon any requirement for substantial expansion of or deviation from the approved plan for use of emergency behavior, agencies shall revise the original plan accordingly and resubmit it to OPRS for approval, following the guidelines and procedures herein for the initial application.

3.2. Each agency making use of emergency behavior under a plan approved by OPRS shall assume responsibility for monitoring the agency's emergency-capable voice groups for emergency declarations.

3.2.1. The agency shall promptly identify and respond to any emergency declaration on a voice group owned by that agency, under the terms provided for in the plan approved by OPRS.

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- 3.2.2. The agency shall promptly terminate any emergency state resulting from an emergency declaration on a voice group owned by that agency following identification and action to respond to it.
  - 3.3. OPRS shall maintain a repository of agency applications for implementation of emergency behavior, containing at all times the current versions of all approved plans.
  - 3.4. Designation of voice groups with systemwide coverage for priority elevation upon activation of an emergency state is prohibited. Agencies shall scale the coverage areas of designated emergency voice groups consistently with the operational plan for agency use of emergency behavior. For instance, if the plan limits response to an emergency declaration to users within a single county, the coverage area of the designated emergency voice group should not extend beyond that county.
4. Definitions
  - 4.1. Agency  
Any organization meeting the criteria under Error! Reference source not found.. Error! Reference source not found. and using PA-STARNet.
  - 4.2. Agency Code  
(See supporting document *GEN001 OpenSky Fleet Map Glossary*.)
  - 4.3. Emergency Behavior  
(See supporting document *GEN001 OpenSky Fleet Map Glossary*.)
  - 4.4. Fleet Map  
(See supporting document *GEN001 OpenSky Fleet Map Glossary*.)
  - 4.5. Profile  
(See supporting document *GEN001 OpenSky Fleet Map Glossary*.)
  - 4.6. Voice Group  
(See supporting document *GEN001 OpenSky Fleet Map Glossary*.)
5. Responsibilities
  - 5.1. Fleet administrators for agencies desiring to use OpenSky emergency behavior are responsible for the following:
    - 5.1.1. Documenting the agency's operational plan for use of emergency behavior
    - 5.1.2. Preparing and submitting the agency's application to OPRS for review, including the operational plan
    - 5.1.3. Reviewing OPRS's determination, and preparing and submitting an appeal, if necessary
    - 5.1.4. Configuring voice groups and profiles according to the agency's operational plan as approved by OPRS
    - 5.1.5. Directly monitoring, or providing for and overseeing the monitoring of, agency emergency-capable voice groups
    - 5.1.6. Identifying agency emergency declarations and responding to them according to the agency's plan for use of emergency behavior

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- 5.1.7. Terminating emergency states promptly following response according to the agency's plan for use of emergency behavior
- 5.2. OPRS is responsible for the following:
  - 5.2.1. Evaluating and responding to agency applications for implementation of emergency behavior
  - 5.2.2. Evaluating and responding to any agency appeal of the original determination
  - 5.2.3. Maintaining a repository of all approved agency applications for use of emergency behavior
  - 5.2.4. Conducting periodic audits of agency fleet configurations and agency emergency behavior administration to ensure that implementation of emergency behavior is consistent with the approved agency operational plan
- 5.3. The Secretary of Administration is responsible for the following:
  - 5.3.1. Reviewing the outcome of any agency appeal of the determination by OPRS following submission of the agency's application
  - 5.3.2. Mediating the resolution of any agency appeal if, in his or her judgment, intervention is necessary
- 6. Procedures
  - 6.1. To apply for permission to implement emergency behavior in an agency fleet map, the agency shall submit to the e-mail address specified below in **8. Questions** a request including the following information:
    - 6.1.1. Name of agency
    - 6.1.2. Agency contact for fleet management: name, title, subdivision (for example, bureau or office), office mailing address, telephone number, and e-mail address
    - 6.1.3. Narrative account of the purpose and proposed use of emergency behavior in the context of the agency's operational plan
    - 6.1.4. PA-STARNet regions of agency operation and Agency Code (if known)
    - 6.1.5. Copy of fleet map, or narrative account of the general plan for implementation of proposed emergency behavior in the agency's fleet map, including use of profile configuration options (Default Emergency Voice Group, Current Talker, Emergency Alert)
    - 6.1.6. Copy or narrative account of agency policy and procedures applicable to emergency behavior implementation under the proposed plan
  - 6.2. OPRS shall provide timely and thorough review of agency applications for permission to implement emergency behavior, issuing a written determination to the originating agency specifying one of the following outcomes:
    - 6.2.1. Approval of emergency behavior configuration and use as specified
    - 6.2.2. Deferral of approval pending satisfaction of specified conformance requirements
    - 6.2.3. Rejection of the application, with one or more reasons specified

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- 6.3. An agency whose application is rejected can appeal in writing to the Deputy Secretary for Public Safety Radio, with a copy to the Secretary of Administration, including the following in the letter of appeal:
  - 6.3.1. Request for reconsideration
  - 6.3.2. Presentation of the rationale for appeal
  - 6.3.3. Attachment of the original application
  - 6.3.4. Attachment of the OPRS response rejecting the original application
- 6.4. OPRS shall provide timely and thorough review of any agency appeal, issuing a written determination to that agency reaffirming, revising, or reversing its original determination. If the Secretary of Administration does not object or intervene within ten business days following issuance of the OPRS determination, that determination shall be final.

## 7. Exemption

Any affected entity seeking exemption from this policy shall complete and submit a *Public Safety Radio Standards Waiver Request*, and submit it by e-mail to [RA-RadioPolicy@state.pa.us](mailto:RA-RadioPolicy@state.pa.us) for review.

## 8. Questions

Any questions about this policy statement are to be directed by e-mail to [RA-RadioPolicy@state.pa.us](mailto:RA-RadioPolicy@state.pa.us).