

Subject: Talkgroup Prioritization

Date Issued or Revised: Reviewed 1/12/07

Date Review: 1/31/08

1.1.5 Talkgroup Prioritization

Subject and Purpose

- I. The purpose of this policy is to explain and define methods and criteria used to prioritize talkgroup access to the Michigan Public Safety Communication System (MPSCS) during times of high traffic loads. Prioritization only has impact when a user receives a busy due to a lack of available resources at the required sites.

The MPSCS will utilize the system configuration capabilities to define and assign priorities to talkgroups. Priority settings will assure that at all times there is an appropriate prioritization of use on the system so that public safety users are given priority over general governmental users at times when the system experiences an unacceptable level of busies.

- II. Procedures and Guidelines

Each talkgroup created on the MPSCS will be assigned the "Talkgroup Capabilities Profile" with the appropriate "group priority level" based on the criteria below.

Priority 1 - Emergency

This level is reserved for system emergency calls.

Priority 2 - Extraordinary/Disaster Recovery

Assigned to extraordinary circumstances or talkgroups intended for use during disaster recovery and other large-scale emergencies.

Priority 3 - First Responders

Assigned to talkgroups used by public safety users classified as "first responders."

Priority 4 - High Priority Reservation

Reserved for future high priority talkgroups.

Priority 5 - Special Events/General Interoperability

Assigned to special event talkgroups and talkgroups intended for use during inter-agency operations.

Priority 6 - Public Safety General/Administration

Assigned to talkgroups for non-mission critical use.

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Priority 7 - MPSCS System Staff

Assigned to talkgroups used by MPSCS system technical and administrative staff.

Priority 8 - Essential Public Services

Assigned to talkgroups used for providing services that are essential to the public, i.e., water department, etc.

Priority 9 - Public Services General/Administration

Assigned to talkgroups used by general and administrative public service personnel.

Priority 10 - Low Priority Reservation

Reserved for future low priority talkgroups that are secondary to all other user talkgroups.

The MPSCS guarantees placement of an emergency call at the highest priority level 1. All talkgroups on the MPSCS have "Emergency Queue Mode" set to "top of queue."

Technical Background

Prioritization

Prioritization is configured in "Talkgroup Capabilities Profiles." The first setting called "Group Priority Level" can be set to a level between 2 and 10. This level determines how the system handles talkgroup call requests if all resources are not immediately available and the call must be queued. Priority setting 2 is the highest level and 10 is the lowest. Level 1 priority is reserved for system emergency calls. A user who receives a busy will be placed in the queue ahead of users on talkgroups set at a lower priority.

Emergency Mode Option

A subscriber radio can be configured with the "Emergency Mode" option. Emergency mode begins after the radio user presses the radio's emergency button. Pressing the emergency button places the radio in "emergency mode" and sends an alert into the system on the control channel. This alert must be monitored at a

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predetermined dispatch location. This must be prearranged by the agency requesting this option.

To begin an emergency call, the radio user must press the radio's PTT button while in "emergency mode." The assigned voice channel will be dedicated to the emergency caller's talkgroup for an extended period of time, equal to the "message hang time" plus the "emergency hang time." As with other call types, emergency calls can operate across sites as well as within the same site. The "emergency call" will be placed at "top of queue" and will acquire the next available channel at the initiating site. All other sites needed to handle this emergency are ruthlessly preempted.

- A. Contact for Questions
NCC Manager

 - B. Phone, Fax and Email Addresses
517.333-5002
517.333-5050 (NCC)
517.336-6222 (Fax)
- IV. Applicable Forms
- V. Termination or Review Party
The Director of MPSCS is responsible for review and update of this policy.
- VI. Linkages to Other Relevant Data