

Emergency Alarm/Tones originating on the talk group currently assigned:

When receiving an emergency alarm, the Centracom Elite computer border will flash red. The radio number or unit ID will appear at the top of the stack in red and will display emergency activation status. An audible emergency tone will sound.

1. Silence the emergency tone.
2. Determine if the emergency tone originated on talk group currently assigned. Then take the following steps:
 - “Select” both the channels assigned to you and your partner (Dispatch and Service). Inquire the unit’s status and inquire if the unit has an emergency.
 - **If the unit identifier is displayed and there is no response received from the unit, an additional unit must be dispatched for a well being check.**
 - If the radio number is the only identifier the dispatcher will broadcast, “Unit with radio 007914612 we have received an emergency activation. Do you have an emergency?”
 - If there is no response on the radio channel dispatch will conduct an “All” channel radio broadcast for the unit with that particular radio number, or unit ID, to acknowledge the emergency tone.
 - If no response is received on the “All” broadcast, dispatch will notify stations on the channel where the emergency tone was activated. Stations will check their radio list for the unit.
 - If no unit is identified, dispatch will notify the Operations Supervisor who will check the in-house radio list to identify the station or bureau associated with the numerical sequence of the radio.

NOTE: Dispatch must closely monitor their CAD screen as messages in red will populate the screen on the system status window when a radio number is assigned to a unit ID. The message will provide the unit’s current assignment or status. If the unit is 10-8 this will display in the unit’s history along with the unit’s last 10-20.

3. If the unit advises the activation was accidental, dispatch will “knockdown” the emergency (see page 6 for illustration and instructions).
4. Close out the emergency by selecting the arrow button again.
5. If the unit’s next transmission is accompanied by the alarm dispatch will instruct the unit that they must clear the alarm themselves. Dispatch may instruct the unit to do this by holding down the emergency button for a few seconds until a tone is heard. If this does not clear the alarm the unit must turn their radio off and on to reset.

Emergency Alarm and Setup

Click and drop down the arrow on the resource where the emergency is taking place.

