Arkansas Interoperable Communications Executive Committee

PSAP to PSAP Talkgroup Policy

Objective: The Arkansas Interoperable Communications Executive Committee (AICEC) recognizes that mission critical notification communication is necessary and even urgent in certain instances, and that Public Safety Answering Points (PSAP) operations would benefit from having dedicated talk groups for these communications. Further, the AICEC recognizes that in many instances, time is of the essence and the swift transfer of a call is critical to public safety. These TG would allow for focused communications without interruptions from the field.

AWIN has been directed to establish Public Safety Answering Point (PSAP) talkgroups that coincide with each of the Arkansas State Police Troop boundaries. Using an AWIN PSAP talkgroup, telecommunicators can communicate within and across any PSAPs via AWIN.

Background: AWIN supports communications between dispatch equipment. This enables dispatchers or telecommunicators to share information between dispatch staff with dispatch personnel at other PSAPS in the state that are connected to AWIN.

Policy:

- PSAP to PSAP talkgroups are to be used for PSAP to PSAP communications only, such as transferring calls, requesting mutual aid, and providing updates on pursuits.
- PSAP to PSAP talkgroups are not to be programmed into field radios.
- PSAP to PSAP talkgroups may not be patched to any other talkgroups.
- All communications on PSAP to PSAP talkgroups will be brief in nature.
- PSAP's may select which PSAP to PSAP talkgroups they program into dispatch equipment, including backup dispatch portable radios, and tactical dispatch equipment.

Procedure:

The agency initiating communication on a PSAP talkgroup should identify their PSAP name followed by the name of the PSAP they are attempting to contact.

Example: "Fayetteville PSAP to Rogers PSAP".
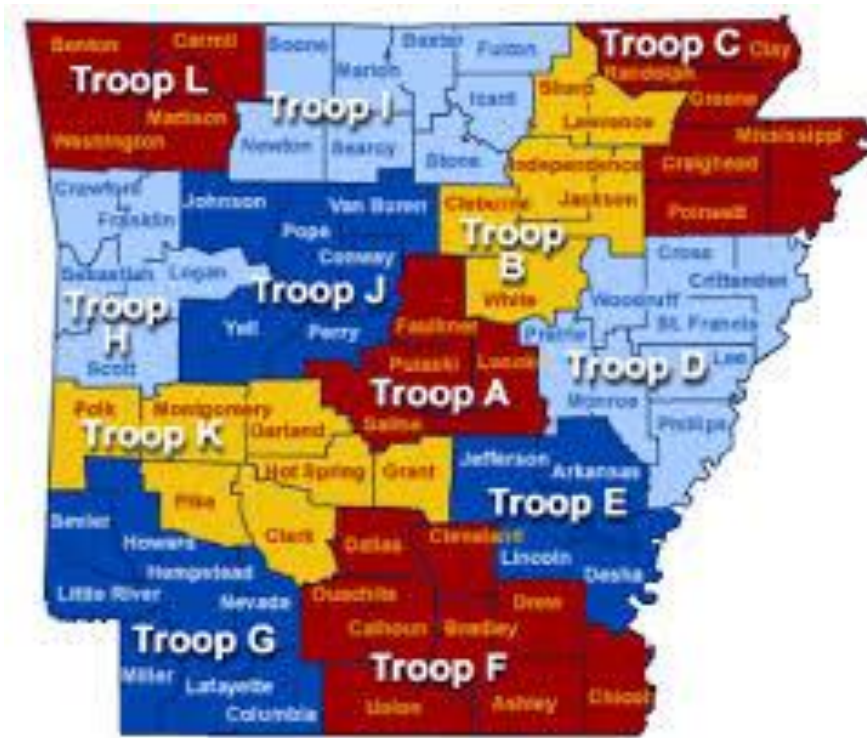
Responsibility:

AICEC

- The AICEC retains ownership of the PSAP talkgroups.

PSAP Management

- PSAP directors should set policy on:
    - The monitoring and use of PSAP to PSAP talkgroups.
- Recording PSAP to PSAP communications and the maintenance and storage of such recordings. AWIN does not require recording of PSAP traffic.

Troop Map

Storm Plan

Function	Talkgroup	Assignment	Zone/Position
Command	MAC (As Directed)	Command and General Staff	Z3 (ABIT Template)
Agency to Agency	MAC (As Directed)	Agency to Agency	Z3 (ABIT Template)
SAR	MAC (As Directed)	SAR	Z3 (ABIT Template)
Evacuation	MAC (As Directed)	Evacuation	Z3 (ABIT Template)
Law Enforcement	Law Com (Troop letter A - L)	Law	Z4 (ABIT Template)
Medical & Field Hospitals	EMS (Troop letter A - L)	Medical & Field Hospitals	Z5 (ABIT Template)
Fire Response	Fire (Troop letter A - L)	Fire	Z6 (ABIT Template)
PSAP	PSAP (Troop letter A – L)	PSAP	NA

Approved by AICEC: 9/5/2024.

Updated: