



## SPECIAL ORDER

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**TO:** All Uniformed Personnel  
**FROM:** Fire Communications  
**DATE:** 09/05/2023  
**SUBJECT:** Radio Template Update

Starting October 2<sup>nd</sup>, 2023 at 0800, all mobile and portable radios will receive the newest radio template update. **In order to install this update across the City and County as quickly as possible, units need to arrive on time and shall be Out of Service during their upgrade window.** The schedule for your department has been sent to your Communications Liaison.

- ❖ Updates to the radio template include:
  - Converting the triplet FTAC channels to couplet FTAC channels.
  - FTAC Emergency ID activation will remain on the FTAC and will not revert to a dedicated emergency channel.
  - Command Channel added to radio position 215, 315 & 415.
  - Addition of MCOM E and Helo 1 & 2 for outside air assets.
  - FTAC 301 and 303 will be dedicated to “Alert” call types.
  - FTAC 305 will be for PS-Elevator and Alarm Activations at the ABIA Terminal
  - State-wide radio identifier of “TRV” will replace “AT” as the radio channel prefix.
  - Multiple InterOp and Regional Operation Zones are being added.
    - Some of these zones will be unavailable for use until all public safety agencies have updated their radio templates.
- ❖ Documentation for the new template can be obtained from your Communications Liason.
- ❖ Asterisks (\*) on the Radio Guide denote encrypted channels. Note that some channels are not available on all radios and use of some will be limited to specific user groups via encryption.

## Important information on the Emergency ID changes.

- ❖ Command and RIC need to continue the current practice of monitoring the Fireground Channel and the Emergency Channel until all radios have been programmed and additional communication is sent out advising to discontinue that practice.
- ❖ Dispatch will be monitoring all FTAC channels and will hear if someone with an old template gets moved to an emergency channel. Command will be notified per current procedures if this occurs.
- ❖ Policies should be updated to reflect this change.

What happens when the Emergency ID is pushed and it does not change the channel?

- ❖ The radio will beep, then chirp to indicate that it is transmitting. It will also indicate that it is in Emergency status on the display and flash the light on a collar mic.
- ❖ The radio that is in Emergency status will preempt any radio transmission on that channel (except Dispatch, see below). The transmission from the radio in Emergency status will transmit for 8-10 seconds with a hot mic or for longer if the PTT button is held.
- ❖ All other radios will receive the Emergency Alert indication and identification.
- ❖ Dispatch will receive the Emergency Alert indication and identification. The alert at Dispatch will continue until they silence it.

What happens when an emergency ID is pushed, and Dispatch is talking?

- ❖ The Emergency ID transmission will not preempt Dispatch.
- ❖ Dispatch can continue talking but will get the Emergency ID activation and will hear the transmission.
- ❖ All other radios will hear Dispatch until Dispatch stops talking, then everyone will hear the transmission from the Emergency ID activation. If Dispatch is talking and an Emergency ID activation occurs they will immediately stop talking.
- ❖ Other radios still indicate that an Emergency ID has been activated (turns red and indicates Emergency ID in display) but not receive the transmission until dispatch stops talking.

What happens when an Emergency ID is pushed, and Command is talking?

- ❖ Command will not get any indication of the Emergency ID activation nor hear the transmission.
- ❖ All other radios will get the Emergency ID activation and will hear the transmission.
- ❖ Dispatch will hear both transmissions.
- ❖ The Emergency ID transmission will preempt Command.
- ❖ If Command hears the Emergency ID activation/transmission on another radio and releases their PTT button, Command will then hear the Emergency ID activation transmission on their radio.

What happens when a radio with an Emergency ID activation attempts a second or subsequent transmission (radio still in Emergency Status, not reset)?

- ❖ The radio in Emergency status will preempt every other radio except Dispatch every time it is keyed up.
- ❖ All radios will hear the transmission from the radio still in Emergency status unless they were talking on the channel.

What happens when two Emergency ID buttons are pushed on different radios within a few seconds?

- ❖ The last Emergency ID button pushed preempts the previous radio.
- ❖ All radios, including dispatch will get the Emergency ID activation and hear the transmission of the radio with the most recent activation.
- ❖ The first transmission is cut off, even during the hot mic time.

#### Summary

- ❖ Dispatch always overrides other transmissions, but they can hear other transmissions at the same time
- ❖ A radio in Emergency status, either with the initial push of the button or keying up later still in Emergency status, will override other transmissions except Dispatch.

#### Other points

- ❖ It takes roughly two (2) seconds from the push of the button until transmission.
- ❖ The hot mic time is approximately 8 – 10 seconds. When this time ends, there is a beep from the radio to indicate that it is no longer transmitting. Unless the PTT button is held; then it will beep but continue transmitting.
- ❖ Even with the PTT button pushed and the radio in emergency mode, the transmission will cut off after 120 seconds. That is to avoid a blocked channel in case of the radio malfunctioning, such as the lapel mike cord melting through.
- ❖ Once the Emergency ID is activated, it “follows” to whatever channel the radio is switched to afterwards. It will disappear from the original channel and re-transmit on the new channel.
- ❖ Dispatch can silence the alert on their end but cannot reset the radio.
- ❖ The preferred method to reset the emergency ID activation is to push and hold the emergency button for two (2) seconds.

If you have questions, contact your Communications Liaison or Fire Communications BC Andrew Chelf @ [Andrew.Chelf@austintexas.gov](mailto:Andrew.Chelf@austintexas.gov)