



HAMILTON COUNTY COMMUNICATIONS CENTER

TECHNICAL BULLETIN FOR FIELD PERSONNEL

Locution - Automated Dispatching System

Coming in Early 2019, Hamilton County will begin using the Locution Automated Dispatching System. Locution Systems Prime Alert will provide syllable based voice dispatch for Fire/EMS dispatches. Prime Alert provides a consistent tone of voice, at a consistent volume in an organized order. This document will be used to reflect the position on the major variables for the project. Locution PrimeAlert (“Locution”) is a software/hardware solution that automates the process of alerting fire departments and EMS agencies. When the dispatcher places a unit(s) in their computer-aided-dispatch (CAD) system into a dispatch status, Locution will send tones and voice announcement over all the same resources that are currently used. In addition, Locution will also send messages over a computer network for stations that have IP-based station alerting once that functionality is activated. **SYSTEM LAUNCH DATE TO BE DETERMINED.**

Locution has been procured to achieve the following outcomes:

- 1) To reduce the amount of time between when a call is received and when it is dispatched by automating the process and enabling calls to be dispatched over individual resources as soon as possible.
- 2) To reduce dispatcher workload and radio congestion.

What is NOT going to change

- UHF Paging will continue on the UHF East and UHF West.
- Tone assigned to your department.
- Announcement Format.
- Active 911 and HCCC Alpha Paging.
- Going enroute via MDC, no voice acknowledgment unless critical information is available.

New Alert Only Talk Groups

To maximize the efficiency of this system, two new 800 talk groups will be created. These new talk groups will only broadcast outbound dispatch traffic. To facilitate the new ALERT talk groups and to minimize the need to re-program radios, existing talk groups will be re-purposed. As radios are programmed, the new template will be implemented. During the transition, the current 31 FG3 and 31FG13 will be used as the new alerting talk group. This will subsequently be relabeled as 31 ALERTEAST OR 31 ALERTWEST. Field unit transmissions and dispatcher acknowledgments will continue to occur on 31 FD East or 31 FD West just as they do today.

UHF Tone/Voice Paging Alpha Paging

Minitor pagers and UHF radio based station alerting systems such as Plectrons or Federal Informers will not be affected and will not need to be reprogrammed. The Locution dispatches will be seamlessly transitioned to these paging channels.

Alpha paging will not change.

Warning: If you have specialized station notification equipment, please have your vendor review this project to minimize incompatibilities.

In order to give departments ample time to re-program, both east and west dispatches will be broadcasted on this talk group. East departments can contact HCCC as they are ready to have their traffic migrated to the 31 ALERT EAST Talk Group. Projected migration completion date is June 1, 2020

2019 HCCC FIRE Template

West Radio Zone A		East Radio Zone A	
Zone Name	Hamilton Co A	Zone Name	Hamilton Co A
Zone Display	HC A	Zone Display	HCA
1	31FD WEST	1	31FD EAST
2	LOCAL FD	2	LOCAL FD
3	31 ALERT WEST	3	31 ALERT EAST
4	31 FG 4	4	31 FG 4
5	31 FG 5	5	31 FG 5
6	31 FG 6	6	31 FG 6
7	31 FG 7	7	31 FG 7
8	31 FG 8	8	31 FG 8
9	31 FG 9	9	31 FG 9
10	31 FG 10	10	31 FG 10
16	31MAYDY 1	16	31MAYDY 1

Timing of Announcements - To achieve the desired outcome of alerting agencies as soon as possible, Locution will launch an alert and make an announcement on all resources individually as soon as possible. On most occasions, alerts will launch simultaneously on all resources. For most alerts, however, the announcement portion of the alert will not occur simultaneously due to channel congestion, differences in tone length, and other technical issues. This may cause a 'stadium effect' where the voice announcement may be difficult to hear when listening to devices on two different talk-groups/channels that are out of sync. While HCCC encourages the use of a secondary method of alerting to ensure your personnel receive their assignments, we suggest that any amplification device use the audio from only one resource to play the announcement. The IP based product can be programmed to silence other devices if necessary.

Missing Information

Locution requires a valid address to voice a dispatch correctly. While HCCC and Locution have made efforts to ensure that every roadway in Hamilton County and adjacent counties has been added to the voice announcement database, dispatchers occasionally need to dispatch a call that will not validate in either the CAD or Locution databases or they may need to dispatch by a location named by description rather than an actual address (an example of this would be a location on I-75 with no nearby cross streets). Locution will handle these issues in one of three manners:

- 1) Advising responders to 'refer to MDC for address'
- 2) Playing a double beep when it is unable to pronounce a small portion of the address
- 3) Spelling out the information letter-by-letter

When any of these scenarios occur, the dispatcher will clarify the missing information when the first unit acknowledges the call.

Order of Dispatch/Project Phases

It is our intention to mimic our dispatch exactly as we do it today. Responders can expect a similar voice delivery including: PRE-ALERT(on 800 TG's)/ DEPT TONES (on UHF)/UNITS/FIRE GROUND/LOCATION/CROSS STREETS/ALERTS.

Phase I - Radio Dispatch Q1 2019

Phase II - IP Based Alerting System Q3 2019

Phase III - East Unit Migration June 1, 2020