

Statewide Event VIPER Talk Group Management

VTN303

Rev Date: 02/10/10

Introduction

Effective October 1st, 2009, the NCEM 24 Hour Operations Center became the responsible entity for assigning Statewide Event VIPER (Voice Interoperability Plan for Emergency Responders) Talk Group Channels.

Each radio programmed to operate on the North Carolina VIPER system is equipped with a series of standardized Talk Groups which are broken down into the following unique classifications:

- Statewide Calling Talk Groups
- Statewide Event Talk Groups
- State Highway SHP Common and Mutual Aid Talk Groups
- North Carolina Emergency Management Approved Talk Groups
- Statewide Roamer Talk Groups
- Statewide General Pool Talk Groups
- Statewide Domestic Preparedness Region (DPR) Talk Groups
- Statewide Aircraft Landing Zone (LZ) Coordination Talk Groups

GENERAL STATEWIDE EVENT VIPER TALK GROUP MANAGEMENT PROCEDURES:

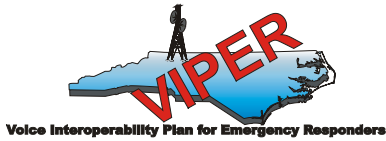
VIPER Talk Group assignments are based on location/need and executed via Web-EOC using the "VIPER Resources" board.

The Statewide Event VIPER Talk Groups serve as a means for all VIPER users to have a method to direct radio traffic in the event of a multi-agency response that exceeds the scope of a normal occurrence or covers a larger than normal geographic area.

Statewide Event VIPER Talk Groups are assigned on an as needed basis and not permanently to any particular jurisdiction.

The Statewide Event VIPER Talk Groups are located in a zone or bank within the radio identified as "EVENT" or "EVT" and also have the standardized channel naming listed below:

- | | |
|------------|---------------|
| 1. Alpha 1 | 9. Charlie 1 |
| 2. Alpha 2 | 10. Charlie 2 |
| 3. Alpha 3 | 11. Charlie 3 |
| 4. Alpha 4 | 12. Charlie 4 |
| 5. Bravo 1 | 13. Delta 1 |
| 6. Bravo 2 | 14. Delta 2 |
| 7. Bravo 3 | 15. Delta 3 |
| 8. Bravo 4 | 16. Delta 4 |



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REQUESTING A STATEWIDE EVENT VIPER TALK GROUP ASSIGNMENT FROM THE NCEOC:

Statewide Event VIPER Talk Group assignment requests will come through the Local Emergency Management Coordinator or the County 911 Center.

The preferred method for receiving a Talk Group assignment request should be in the form of an email. The requestor should send the email to nceoc@ncem.org. Upon receipt of the email, the NCEM 24-Hour Operations Center will acknowledge receipt and ensure the email has all the appropriate and required information (see below).

If there is an urgent need to assign a Talk Group, requests can be taken over the phone by calling the NCEM 24 Hour Operations Center (800-858-0368 or 919-733-3300).

All requests should include the following information:

Requestor Information

Agency (required)

Address

City, Zip

County

From: Date/Time

To: Date/Time

Event Type: Event, Exercise/Training, Incident

Explanation why Talk Group is needed

Requestor POC Information

First Name (required)

Last name (required)

Title

Office Phone (required)

Cell Phone

Fax Number

Email address (required)

All requestors should take note that there is no encryption on any of these Talk Groups.

For encrypted transmissions, contact the VIPER Control Group in order to have radios programmed appropriately with encryption software. If an agency is using a Talk Group that already has been assigned, the NCEM 24 Hour Operations Center may request the unassigned agency to identify themselves and to contact the NC EOC via a land line. Once contact has been made, the NCEM 24-Hour Operations Center may allow continued transmissions or make a re-assignment to a different Talk Group.



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Critical Operational Rules for Statewide Event VIPER Talk Group Management

During times of emergencies or disasters, the State EOC has the authority to recall previously assigned Statewide Event VIPER Talk Groups in order to coordinate the emergency or disaster response. If this is required, the requesting POC will be notified.

Talk Groups are not to be used as talk-around channels by any agency.

Talk Groups are not to be self-assigned.

Talk Groups are to be used for planned events, emergency incidents, or pre-planned training events ONLY.