

Allied Radio Matrix for Emergency Response (ARMER) Standards, Protocols, Procedures

Document Section 1	Management of System	Status: Complete
State Standard	1.11.3	
Standard Title	Training Radio Telecommunicators	
Date Established	10/01/2003	SECB Approval: 12/17/2015
Replaces Document Dated	08/13/2013	
Date Revised	02/28/2014	

1. Purpose or Objective

The purpose of this standard is to establish the minimum training standards for all radio telecommunicators. This will ensure that system dispatch operations, as they apply to each agency, are performed by properly and consistently trained dispatch personnel.

Radio Telecommunicator is defined as those individuals whose sole or primary job responsibility is utilizing either ARMER or interoperability radio equipment in the capacity of a public safety dispatcher.

2. Technical Background

- **Capabilities**
- **Constraints**

3. Operational Context

System functionality and integrity must be maintained by ensuring that properly trained personnel perform dispatch functions.

4. Recommended Protocol/ Standard

Each agency operating on the ARMER System is responsible for the training of their personnel and compliance with State, Regional, and Local Operating Standards.

Dispatch personnel shall successfully complete, at a minimum, training on the console or interoperability equipment installed by the user agency, as well as each topic listed below.

The following topics will be the minimum required training for Radio Telecommunicators in the state of Minnesota, if applicable. The level of detail of each topic should be tailored to the audience.

- Agency console fleetmaps
- Agency paging procedures
- Agency backup radio plan
- Agency Standard Operating Procedures (SOPs)

- Agency unit numbering convention
- Alert tone
- Cross band repeaters, if applicable
- Duplex audio
- Elevating talkgroup priority
- Emergency button operation
- Encryption
- Failsoft
- Fleetmaps of dependent agency or agencies (as it affects interoperability within and outside agency's jurisdiction)
- Incident Command System (ICS) form 205
- Interagency hailing talkgroups
- Management of talkgroups
 - Talkgroup priority levels
 - Dispatcher's role in selection of talkgroups
 - Dispatcher's role in directing responders to talkgroups
- Minnesota Public Safety VHF Interoperability Frequency Plan
- Motobridge use as it relates to establishing interoperability between disparate radio systems
- Multi-select
- NIMS ICS training
- Patching
- Radio Alias
- Radio frequency (RF) control
- Scene-of-Action (SOA) channels
- StatusBoard (see State Standard 3.31.0)
- Site trunking - agency operation
- Talkgroup affiliation
- Talkgroup assignments and their impact on:
 - System loading (i.e., number of simultaneous transmissions and varying capabilities of different subsystems)
 - Interoperability
 - Limiting availability of talkgroups for use by other agencies
- Talkgroup naming process

In addition to the above topics, the following state standards are required for dispatcher training, if applicable:

- 3.16.0 – 800 MHz Statewide STAC Interoperability Talkgroups
- 3.16.2 – Use of Statewide 800 MHz STAC 1-12 Talkgroups – Air Ambulance Emergency Landing Zone Coordination
- 3.17.4 – Event and Exercise Communications Planning
- 3.44.0 - Statewide Pursuit Communications
- 3.35.0 – National Weather Service ARMER Radio Operations

All training will involve interactive scenarios, whether tabletop or software simulation. Scenarios should include Local Interoperability, County Interoperability, Regional Interoperability, Statewide Interoperability, National Interoperability Channels, and ARMER to non-ARMER Interoperability.

Each agency is responsible to communicate policy changes to their Radio Telecommunicators as they occur.

Each agency shall be responsible for maintaining adequate records documenting compliance with the provisions of this standard. These records will include the following information:

- a) End user roster
- b) Training syllabus
- c) Online certification - optional

It is highly recommended that agencies keep accurate and complete records, which will be produced at the request of the local system administrator within a reasonable amount of time.

Refresher Training

Radio Telecommunicators shall receive refresher training every two years, at a minimum, or any time there is a significant change to procedure or equipment being used. Refresher training shall ensure competency of all skills taught in initial training and should specifically include skills that are infrequently used.

5. Recommended Procedure

It is highly recommended that all Radio Telecommunicators read and familiarize themselves with the Dispatchers Best Practice Guide and all applicable State Standards as part of their training. Best Practice Guides can be found under the ARMER section on the Emergency Communication Networks (ECN) website.

For Radio Telecommunicators in agencies migrating to ARMER or implementing interoperability measures with ARMER users from other systems, training for agency-specific dispatch consoles, if applicable, is required prior to completing field training and operating independently. Additionally, the following modules shall be viewed:

History of ARMER

Interoperability 101

Interoperability – How to Communicate Outside of Your Agency

These courses, created on behalf of the Statewide Emergency Communications Board (SECB) and reviewed and approved by subject matter experts, are hosted through the Alexandria Technical & Community College online website. They can be accessed from ECN's website under ARMER Standards.

A user name and password will be needed for these training modules, and instructions for obtaining these are posted on ECN's website under ARMER Standards. While web-based training is supplemental, except for the Minimum Training requirements, all users must attend formal training for the ARMER system.

6. Management

Dispatch agency management will be responsible to ensure that:

- Radio Telecommunicators personnel have received all necessary training.
- Only qualified personnel perform dispatch functions.
- Radio Telecommunicators personnel are familiar with all applicable sections of the ARMER State Standards.