Iowa Statewide Interoperable Communications System (ISICS)
Standards, Protocols, Procedures

ISICS Standard:	**Standard #:**	1.13.0
Public Safety Communication Center (PSCC) Interoperability	Date Adopted:	01/10/2019
	Date Reviewed:	8/13/26
	Version:	2.0

1. Purpose or Objective

The purpose of this standard is to establish minimum guidelines for development of interoperability standards enabling Public Safety Communication Centers (PSCCs) throughout the state to communicate with each other. PSCCs include Public Safety Answering Points (PSAPs) that receive and dispose 9-1-1 calls and any other dispatching center that dispatches public safety and/or public service personnel using a radio system.

2. Technical Background

- **Capabilities**

  The statewide implementation of the ISICS Platform provides the opportunity to establish a uniform approach to using the ISICS Platform for communicating with PSCCs across the state. For agencies that are full participants on the ISICS Platform, PSCCs generally have access to multiple talkgroups, including statewide and regional interoperability talkgroups.

  An ISICS radio control station was made available to PSAPs through the Homeland Security Grant Program (HSGP), establishing a uniform capability to communicate with participating and non-participating PSCCs. Under the grant agreement, one ISICS radio control station was provided for the purpose of establishing basic interoperable communications.

- **Constraints**

  The ISICS radio control stations used to connect to the ISICS Platform are limited to one talkgroup for active monitoring (transmit/receive) for each radio control station. These

control stations may have scanning functionality enabled, but that functionality poses a risk of missing traffic or interfering with a patch or other unintended consequences depending on how they are installed.

3. Operational Context

A consistent approach to the use of the ISICS radio control stations is required to ensure consistent interoperability with PSCCs throughout the state. This approach must be applied to all user levels to be effective.

4. Recommended Protocol/Standard

ISICS Standard 1.7.0 - Minimum Programming Requirements shall be adhered to. The appropriate regional calling talkgroup shall be monitored per ISICS Standard 1.12.0-Announcements. If a PSCC needs to communicate with another PSCC, they may utilize the appropriate regional calling talkgroup.

5. Recommended Procedure

Communications should be concise so that resources will be available for other agencies. A PSCC will contact another PSCC on the regional call talkgroup for the region in which the agency you are calling exists, this may be a different region than the region in which the caller exists.

6. Management

The Training and Exercise Committee shall develop a module for users regarding this standard.