



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

ISICS Standard: Training Public Safety Telecommunicators	Standard #:	2.7.0
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1. Purpose or Objective

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

Public safety telecommunicator (PST) is defined in Iowa Code 80B.11C as a person who serves as a first responder by receiving requests for, or by dispatching requests to, emergency response agencies which include but are not limited to law enforcement, fire, rescue, and emergency medical services agencies.

2. Technical Background

- **Capabilities**

N/A

- **Constraints**

N/A

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 ISICS 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 recommended training for public safety telecommunicators at User Levels 1 and 2 of the ISICS. This level of detail on each topic is to be considered an awareness level of training.

- Interoperability
- NIMS ICS training
- Incident Command System (ICS) form 205
- Console fleetmaps
- StatusBoard
- Unit numbering convention
- Radio alias
- Talkgroup naming process
- Talkgroup assignments/Talkgroup priority level
- Emergency button operation
- Interoperable (interagency) CALL (hailing) and TAC (tactical operations) talkgroups
- Encryption
- Iowa Public Safety VHF Interoperability Frequency Plan, ISICSB ICS-217a
- Use of gateway equipment as it relates to establishing interoperability between disparate radio systems (patching)
- Cross band repeaters, if applicable
- Scene-of-Action (SOA) channels (ICS 217a)

The following topics will be the minimum recommended training for PSTs at the User Levels 3 and 4 of the ISICS System in the state of Iowa. This level of detail on each topic is to be considered an enhanced level of training.

All training recommendations at the User Levels 1 and 2 in addition to the following requirements:

- Paging procedures
- Agency backup radio plan
- Alert tone
- Elevating talkgroup priority
- Fleetmaps of dependent agency/agencies (as it affects interoperability within and outside agency's jurisdiction)
- Management of talkgroups
- Telecommunicator's role in selection of talkgroups
- Telecommunicator's role in directing responders to talkgroups
- Multi-select
- Console patching into interoperability talkgroups
- Site trunking - agency operation

- Talkgroup affiliation

In addition to the above topics, the following ISICS standards are recommended for dispatcher training:

- 1.13.0-Public Safety Communication Center Interoperability
- 1.5.0-ISICS Regional and Statewide Interoperability Talkgroups
- 1.12.0-Announcements
- 1.16.0-Interoperable Control Station Access
- 1.5.2-Aircraft Landing Zone Coordination
- 1.8.0-Event and Exercise Communications Planning
- 1.4.0-Statewide Pursuit Communications

Training may involve interactive scenarios, whether tabletop or software simulation. Scenarios should include local, county, regional, statewide, national interoperability channels (NIFOG), and ISICS to non-ISICS Interoperability.

Each agency is responsible to communicate standard, policy, and procedural changes to their public safety 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 as determined in Iowa Administrative Code 501-13.4(80B):

- In-service training records shall include the following data:
 - a. The date and location of the training.
 - b. The subject matter of the training.
 - c. The instructor for the training.
 - d. The individual who took the training.
 - e. The number of credit hours received from the training.
 - f. The scores, if any, achieved by the public safety telecommunicator showing proficiency in, or understanding of, the subject matter.

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

Public safety 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 will 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 public safety telecommunicators familiarize themselves with all applicable ISICS standards, policies, and procedures as part of their training.

For public safety telecommunicators at agencies migrating to ISICS or implementing interoperability measures with ISICS users from other systems, training for agency-specific dispatch consoles, if applicable, is required prior to completing field training and operating independently.

6. Management

Dispatch agency management will be responsible to ensure that:

- Public safety telecommunicators have received all necessary training.
- Only qualified personnel perform dispatch functions.
- Public safety telecommunicators are familiar with all applicable sections of the ISICS standards, policies and procedures.
- All deviations from operational protocol as defined in standard are addressed immediately.