| Document Section | **1 – Interoperability** | **Status**: SIEC Sub Committee Approval Date: 11/29/2021 |
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| State Standard Number | **1.17.0** | |
| Standard Title | **Intra- and Inter-PSAP Communications** | |
| Date Established | 11/29/2021 | **SIEC Approval**: |
| Replaces Document Dated | **NA** | |
| Date Revised/Reviewed | **NA** | 11/29/2021 |

### 1. Purpose or Objective

The purpose of this Standard is to establish guidelines for communications between telecommunicators within and across Public Safety Answering Points (PSAPs) via the SIRN platform.

### 2. Technical Background

**Capabilities**

The SIRN platform supports one-to-one or one-to-many communications between dispatch consoles. This feature enables dispatchers or telecommunicators to share information between dispatch staff within a PSAP (similar to an intercom solution) or with dispatch personnel at other PSAPs in the State that are connected to SIRN. This capability can be configured such that only dispatch consoles can hear each other or may be extended for reception by in-field personnel.

**Constraints**

SIRN can be configured in a variety of ways to achieve intra- and inter-PSAP communications, each with different implications; therefore, procedures are important to establish a uniform method of communication.

### 3. Operational Context

Dispatch personnel have the need to communicate among each other for multiple reasons ranging from routine coordination between staff at a single PSAP to informing partner PSAPs of an emergent incident such as an amber alert.

### 4. Recommended Protocol/ Standard

SIRN provides various capabilities for dispatch personnel communications:

**Statewide and Regional HAIL Talkgroups**

- All consoles must be programmed with the Statewide and Regional Talkgroups per the SIRN Standard 1.4.0 Statewide and Regional Talkgroups.

- All dispatch consoles are required to actively monitor the statewide and regional HAIL talkgroups

- Note that Statewide and regional HAIL talkgroups are not restricted for dispatcher only communications and are intended for communications between dispatchers and in-field personnel.

See SIRN 1.12.0 Announcements HAIL for additional guidelines on the use of HAIL talkgroups for Inter-PSAP and in-field communications.

**PSAP Talkgroups**
- Each State of North Dakota PSAP has a dedicated talkgroup for dispatch only communications. These talkgroups are configured for "wired" communications and are not intended for wireless communications with in-field personnel.

- Each dispatch console will be programmed with all PSAP talkgroups to support PSAP to PSAP communications.

- Dispatch personnel are required to monitor their specific PSAP's talkgroup to ensure that they receive transmissions from personnel in other PSAPs that are directed to them.

## 5. Recommended Procedure

Dispatchers are required to monitor talkgroups designed for other PSAPs to reach them.

## 6. Management
PSAP Managers and the SIRN Statewide System Administrator are responsible for ensuring compliance to this standard and adequate dispatcher training.