



Statewide Interoperability Radio Network (SIRN) Standards, Protocols, Procedures



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1. Purpose or Objective

The purpose of this Standard is to establish the minimum training standards for all Radio Telecommunicators. This will ensure that dispatch operations are performed by properly and consistently trained dispatch personnel.

2. Technical Background

Radio Telecommunicator is defined as an individual whose primary job responsibility is utilizing ND SIRN dispatch consoles or other radio equipment in the capacity of a public safety dispatcher.

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 ND SIRN system is responsible for the training of their personnel and compliance with State, Regional, and Local operating standards.

PSAP Managers are responsible for ensuring proper training of their dispatch staff and overall compliance to this Standard.

Dispatch personnel shall successfully complete, at a minimum, training on the operations of the console or interoperability equipment as well as each topic listed below.

The level of detail on each topic shall be tailored to the agency’s specific needs.

- Agency Standard Operating Procedures (SOPs)
- Dispatch Console fleetmaps
- Radio Unit numbering and Alias convention
- Talkgroup naming convention
- Talkgroup selection and use
- Talkgroup priority levels and console change of priorities





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- Emergency button operation, handling and processing
- Encryption and secure communications
- Statewide and Regional Interoperability talkgroups
- Interagency announcement and hailing talkgroups
- Patching and multi-select
- Use of audio gateway solutions
- Incident Command System (ICS) form 205 as it relates to SIRN and voice communications
- Radio User Fleetmaps
- DIRECT channels
- Agency Paging procedures
- Alert tones
- Aircraft to Ground communications
- Event and Exercise Communications Planning
- Statewide Pursuit Communications
- National Weather Service ND SIRN Radio Operations
- Agency backup radio plan
- Site trunking

Training must involve interactive scenarios to simulate multi-agency and multi-jurisdictional events covering the use of SIRN's interoperability resources.

Each PSAP is responsible for communicating policy and training changes to their Radio Telecommunicators as they occur.

Each PSAP shall be responsible for maintaining adequate records documenting compliance with the provisions of this standard including user roster and type of training completed.

Refresher Training

Radio Telecommunicators shall receive refresher training on a recurring basis and when a significant change to procedure or equipment is implemented. 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 SIRN Telecommunicators Training Material and all applicable State Standards as part of their training.

6. Management

PSAP Managers are responsible to ensure that:

- Radio Telecommunicators have received all necessary training





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- Only Qualified personnel perform dispatch functions
- Radio Telecommunicators are familiar with all applicable sections of the ND SIRN Standards.