NATIONAL COUNCIL OF STATEWIDE INTEROPERABILITY COORDINATORS (NCSWIC)

Planning, Training, and Exercise (PTE)'s Discussion Cards for Emergency Communications Centers



DISCUSSION PROMPTS

STANDARD OPERATING PROCEDURES (SOPS) PLANS PERSONNEL

GEOSPATIAL INFORMATION

SYSTEMS (GIS)

CYBERSECURITY

TECHNOLOGY

EMERGENCY COMMUNICATIONS ECOSYSTEMS

TRAINING & EXERCISES

RESOURCES

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What types of social service referrals can you give to callers in your area? When would you refer a caller to 988?





An officer has not secured and is not answering their radio for a status check. What are your next steps?

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You receive a caller that is reporting a bomb at the courthouse. What are your actions?

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An officer has lost his portable radio. What are your reporting procedures?

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SOPs	

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A member of the local media calls in to your center requesting information about an active incident. How would you handle the situation?

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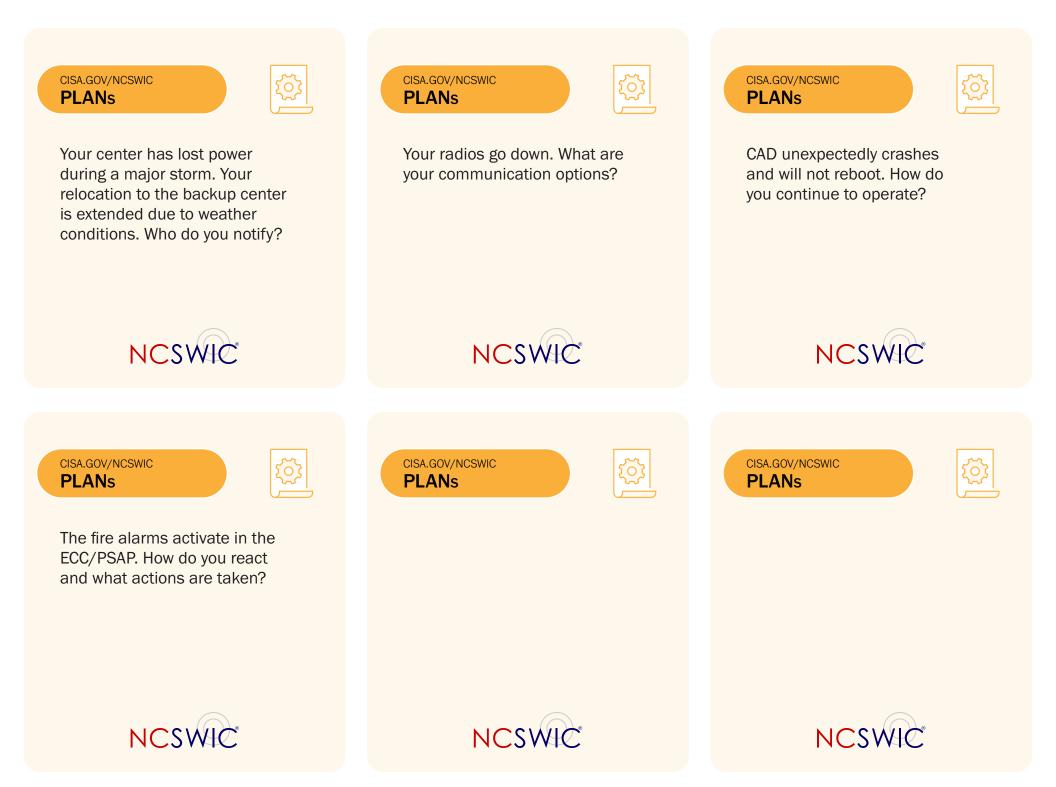
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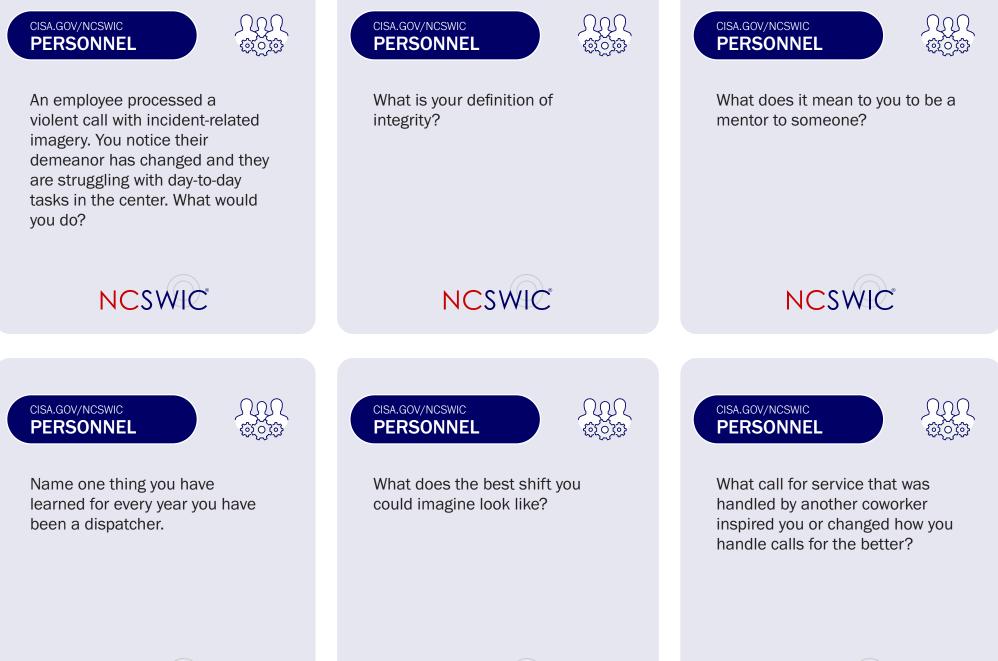
How do you determine channel assignments?











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You receive a call from a thirdparty alerting system advising a vehicle crash, but their location isn't corresponding with any location in your area. How do you manage the call?

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A responder reports that the address they were dispatched to does not exist. They located the caller but would like their mapping updated. What is the procedure to update GIS/mapping for a missing or incorrect address?

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GIS

Name 5 common geographical points in your agencywaterways, mountains, bridges, etc.

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Explain Z-Axis in GIS and what it means for 911 calls.

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How is addressing created for your service area? Are there rules for what side of the street or directions of travel addresses lie? CISA.GOV/NCS

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A caller is stranded in a very remote area you aren't familiar with. What resources can you use to help identify their location?







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What is a TDoS and what are your procedures for recognition and action should you suspect TDoS?



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What is the cyber risk of using personal devices while on the floor?



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What is two factor authentication and why is it important?

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Someone from the local Sheriff's Office sent you an email requesting a list of all service set identifiers (SSIDs) and passwords that are in use at the ECC/PSAP. What is your thought process?



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How would you recognize

a cyber incident and who

possible cyber incident to?

should you report any



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An officer working an incident asks who they should notify regarding a cyber incident. How would you respond? Do you know if your center has a cyber incident response plan?

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CISA.GOV/NCSWIC CISA.GOV/NCSWIC CISA.GOV/NCSWIC **TECHNOLOGY TECHNOLOGY TECHNOLOGY** Is your center able to view body When do you consider Name three ways you can communicate with responders cam footage in real time? How something a "cyberattack"? other than the radio. does/might this affect your job as a telecommunicator? NCSWIC NCSWIC NCSWIC CISA.GOV/NCSWIC CISA.GOV/NCSWIC CISA.GOV/NCSWIC **TECHNOLOGY TECHNOLOGY TECHNOLOGY** What radio system do we use? In the radio world, what is a "calling " or "direct connect" What CAD versions and systems do we use? Why is it important channel used for? for you to know these?







CISA.GOV/NCSWIC CISA.GOV/NCSWIC EMERGENCY EMERGENCY COMMUNICATIONS COMMUNICATIONS **ECOSYSTEMS ECOSYSTEMS** You are searching for a What is a little-used training missing endangered adult with technique you use that you Alzheimer's and need to alert wish others knew also? the community. What are your next steps and what additional tools may be accessible?

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Who is responsible for drafting alerts and warnings in your jurisdiction?

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> When assigned, who is responsible for the technical aspects of the Communication Unit?

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You receive a call from a neighboring agency asking for help with an IPAWS notification. What is IPAWS?

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Emergency Communications Ecosystem







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Your center is suddenly overwhelmed by 911 calls. Most callers are reporting a major accident on the highway. Does the influx of calls change how you answer them?

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What successful caller control techniques can you use to help calm an agitated or irate caller? What about a fearful caller? A child caller?

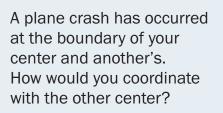


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What is the difference between asking "where are you" and "what is the address I need to send help to" CISA.GOV/NCSWIC TRAINING & EXERCISES



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You are working a house fire call and a fire fighter declares a "Mayday." What are your procedures for this kind of incident?

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Discussion prompt You are working a law channel and hear "shots fired." What are your immediate next steps? Who do you notify? What happens in the room when this occurs? How do you handle the call and channel?





