



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



CISA.GOV/NCSWIC
SOPs



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



CISA.GOV/NCSWIC
SOPs



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



CISA.GOV/NCSWIC
SOPs



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



CISA.GOV/NCSWIC
SOPs



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



CISA.GOV/NCSWIC
SOPs



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



CISA.GOV/NCSWIC
SOPs



How do you determine channel assignments?



CISA.GOV/NCSWIC
PLANS



Your center has lost power during a major storm. Your relocation to the backup center is extended due to weather conditions. Who do you notify?



CISA.GOV/NCSWIC
PLANS



Your radios go down. What are your communication options?



CISA.GOV/NCSWIC
PLANS



CAD unexpectedly crashes and will not reboot. How do you continue to operate?



CISA.GOV/NCSWIC
PLANS



The fire alarms activate in the ECC/PSAP. How do you react and what actions are taken?



CISA.GOV/NCSWIC
PLANS



CISA.GOV/NCSWIC
PLANS



CISA.GOV/NCSWIC
PERSONNEL



An employee processed a violent call with incident-related imagery. You notice their demeanor has changed and they are struggling with day-to-day tasks in the center. What would you do?



CISA.GOV/NCSWIC
PERSONNEL



What is your definition of integrity?



CISA.GOV/NCSWIC
PERSONNEL



What does it mean to you to be a mentor to someone?



CISA.GOV/NCSWIC
PERSONNEL



Name one thing you have learned for every year you have been a dispatcher.



CISA.GOV/NCSWIC
PERSONNEL



What does the best shift you could imagine look like?



CISA.GOV/NCSWIC
PERSONNEL



What call for service that was handled by another coworker inspired you or changed how you handle calls for the better?



CISA.GOV/NCSWIC
GIS



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



CISA.GOV/NCSWIC
GIS



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?



CISA.GOV/NCSWIC
GIS



Name 5 common geographical points in your agency-waterways, mountains, bridges, etc.



CISA.GOV/NCSWIC
GIS



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



CISA.GOV/NCSWIC
GIS



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/NCSWIC
GIS



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



CISA.GOV/NCSWIC

CYBERSECURITY



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



CISA.GOV/NCSWIC

CYBERSECURITY



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



CISA.GOV/NCSWIC

CYBERSECURITY



What is two factor authentication and why is it important?



CISA.GOV/NCSWIC

CYBERSECURITY



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?



CISA.GOV/NCSWIC

CYBERSECURITY



How would you recognize a cyber incident and who should you report any possible cyber incident to?



CISA.GOV/NCSWIC

CYBERSECURITY



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?



CISA.GOV/NCSWIC

CYBERSECURITY



You notice a USB drive plugged in to your CAD computer that you do not recognize. Does your center have a policy on USB drives?

NCSWIC

CISA.GOV/NCSWIC

CYBERSECURITY



NCSWIC

CISA.GOV/NCSWIC

CYBERSECURITY



NCSWIC

CISA.GOV/NCSWIC

CYBERSECURITY



NCSWIC

CISA.GOV/NCSWIC

CYBERSECURITY



NCSWIC

CISA.GOV/NCSWIC

CYBERSECURITY



NCSWIC

CISA.GOV/NCSWIC
TECHNOLOGY



Name three ways you can communicate with responders other than the radio.



CISA.GOV/NCSWIC
TECHNOLOGY



Is your center able to view body cam footage in real time? How does/might this affect your job as a telecommunicator?



CISA.GOV/NCSWIC
TECHNOLOGY



When do you consider something a “cyberattack”?



CISA.GOV/NCSWIC
TECHNOLOGY



What radio system do we use?
What CAD versions and systems do we use? Why is it important for you to know these?



CISA.GOV/NCSWIC
TECHNOLOGY



In the radio world, what is a “calling “ or “direct connect” channel used for?



CISA.GOV/NCSWIC
TECHNOLOGY



CISA.GOV/NCSWIC

EMERGENCY COMMUNICATIONS ECOSYSTEMS



You are searching for a missing endangered adult with Alzheimer's and need to alert the community. What are your next steps and what additional tools may be accessible?



CISA.GOV/NCSWIC

EMERGENCY COMMUNICATIONS ECOSYSTEMS



What is a little-used training technique you use that you wish others knew also?



CISA.GOV/NCSWIC

EMERGENCY COMMUNICATIONS ECOSYSTEMS



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



CISA.GOV/NCSWIC

EMERGENCY COMMUNICATIONS ECOSYSTEMS



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



CISA.GOV/NCSWIC

EMERGENCY COMMUNICATIONS ECOSYSTEMS



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



CISA.GOV/NCSWIC

EMERGENCY COMMUNICATIONS ECOSYSTEMS



Emergency Communications Ecosystem



CISA.GOV/NCSWIC
**TRAINING &
EXERCISES**



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?



CISA.GOV/NCSWIC
**TRAINING &
EXERCISES**



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



CISA.GOV/NCSWIC
**TRAINING &
EXERCISES**



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



CISA.GOV/NCSWIC
**TRAINING &
EXERCISES**



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**



A plane crash has occurred at the boundary of your center and another’s. How would you coordinate with the other center?



CISA.GOV/NCSWIC
**TRAINING &
EXERCISES**



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?



CISA.GOV/NCSWIC
RESOURCES



How do you access TTY in your center? What are some common abbreviations used?



CISA.GOV/NCSWIC
RESOURCES



You notice that your workload is starting to negatively affect your home life. How do you access your Employee Assistance Program (EAP)?



CISA.GOV/NCSWIC
RESOURCES



Do you know who the Statewide Interoperability Coordinator is for your state? How do you get a hold of that person?



CISA.GOV/NCSWIC
RESOURCES



You receive a 911 call from someone speaking an unknown language. You have language line services but are unsure which translator to ask for. What should you do?



CISA.GOV/NCSWIC
RESOURCES



Use your Emergency Response Guide (ERG). What is an ERG?



CISA.GOV/NCSWIC
RESOURCES



While searching for a subject, the supervisor requests that you locate a thermal imaging camera. How would you find that?

