

NFPA®

1061

**Standard for Public Safety
Telecommunications Personnel
Professional Qualifications**

2018



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NFPA® 1061

Standard for

Public Safety Telecommunications Personnel Professional Qualifications

2018 Edition

This edition of NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, was prepared by the Technical Committee on Public Safety Telecommunicator Professional Qualifications, released by the Correlating Committee on Professional Qualifications. It was issued by the Standards Council on November 10, 2017, with an effective date of November 30, 2017, and supersedes all previous editions.

This edition of NFPA 1061 was approved as an American National Standard on November 30, 2017.

Origin and Development of NFPA 1061

The Committee on Public Safety Telecommunicator Professional Qualifications was organized in 1992 to have primary responsibility for professional qualifications for public safety dispatchers. The first edition of NFPA 1061 was published in 1996.

For the 2002 edition, the committee reviewed the 1996 edition of the standard and updated some JPRs, requisite knowledge, and requisite skills where needed. The entire document was reformatted to comply with the new *Manual of Style for NFPA Technical Committee Documents*.

For the 2007 edition, the committee made minor revisions in the existing chapters to reflect current technology and terminology. The committee also added a chapter for Public Safety Telecommunicator III. This level responds to the command post of a large incident to provide communications and documentation for the command post.

For the 2014 edition, the committee made significant revisions to include correlations with Association of Public-Safety Communications Officials documents. Definitions and job performance requirements for specific positions reflected then-current and expanded roles for public safety communications. It was the intent of the Technical Committee to include a broader range of telecommunication positions. Where plausible, consideration for awareness of evolving technology in the industry and the personnel responsible was addressed. While not the sole driving influence on this document, consideration for Next Generation 9-1-1 Preservation Act of 2010 initiatives and mutually recognized projects conveyed the concerns for the quickly evolving technology-based public safety communication industry.

For the 2018 edition, the committee reformatted the chapters of the document to align with the template recommended by the Correlating Committee on Professional Qualifications. The committee updated extracts and definitions for the revised document. The committee evaluated and revised as necessary the job performance requirements for the positions identified in the document. The committee responded to public comments and affirmed its scope to include all public safety telecommunicators, while acknowledging other ANSI-accredited standards, such as those published by APCO, for informational reference.

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Committee Scope: This Committee shall have primary responsibility for the management of the NFPA Professional Qualifications Project and documents related to professional qualifications for fire service, public safety, and related personnel.

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NOTE: Membership on a committee shall not in and of itself constitute an endorsement of the Association or any document developed by the committee on which the member serves.

Committee Scope: This Committee shall have primary responsibility for documents on the professional qualifications for public safety communications positions.

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NOTICE: An asterisk (*) following the number or letter designating a paragraph indicates that explanatory material on the paragraph can be found in Annex A.

A reference in brackets [] following a section or paragraph indicates material that has been extracted from another NFPA document. As an aid to the user, the complete title and edition of the source documents for extracts in mandatory sections of the document are given in Chapter 2 and those for extracts in informational sections are given in Annex F. Extracted text may be edited for consistency and style and may include the revision of internal paragraph references and other references as appropriate. Requests for interpretations or revisions of extracted text shall be sent to the technical committee responsible for the source document.

Information on referenced publications can be found in Chapter 2 and Annex F.

Chapter 1 Administration

1.1 Scope. This standard identifies the minimum job performance requirements (JPRs) for Public Safety Telecommunications Personnel.

1.2 Purpose. The purpose of this standard is to specify the minimum job performance requirements (JPRs) for service as Public Safety Telecommunications Personnel.

1.2.1 This standard shall define Public Safety Telecommunications Personnel.

N 1.2.2 The intent of this standard shall be to ensure that personnel serving as Public Safety Telecommunications Personnel are qualified.

N 1.2.3* This standard shall not address organization or management responsibility.

N 1.2.4 It is not the intent of this standard to restrict any jurisdiction from exceeding or combining these minimum requirements.

N 1.2.5 JPRs for each level and position are the tasks personnel shall be able to perform in order to carry out the job duties.

N 1.2.6* Public Safety Telecommunications Personnel shall remain current with the general knowledge and skills and JPRs addressed for each level or position of qualification.

N 1.3 Application. The application of this standard is to specify which requirements within the document shall apply to Public Safety Telecommunications Personnel.

N 1.3.1 The JPRs shall be accomplished in accordance with the requirements of the authority having jurisdiction (AHJ) and all applicable NFPA standards.

N 1.3.2 It shall not be required that the JPRs be mastered in the order in which they appear. The AHJ shall establish instructional priority and the training program content to prepare personnel to meet the JPRs of this standard.

N 1.3.3* Performance of each requirement of this standard shall be evaluated by personnel approved by the AHJ.

N 1.3.4* The JPRs for each level or position shall be completed in accordance with recognized practices and procedures or as defined by law or by the AHJ.

N 1.3.5 Personnel assigned to any duties defined in this document shall meet all of the requirements specific to their position as defined in the relevant chapter prior to being qualified.

N 1.3.6 The AHJ shall provide personal protective clothing and the equipment necessary to conduct assignments.

N 1.3.7 JPRs involving exposure to products of combustion shall be performed in approved personal protective equipment (PPE).

N 1.3.8 Prior to training to meet the requirements of this standard, personnel shall meet the following requirements:

- (1)* Educational requirements established by the AHJ
- (2) Age requirements established by the AHJ
- (3) Medical requirements established by the AHJ
- (4)* Job-related physical performance requirements established by the AHJ
- (5)* Background investigation and character traits as established by the AHJ

N 1.3.9 Wherever in this standard the terms *rules, regulations, policies, procedures, supplies, apparatus, or equipment* are referred to, it is implied that they are those of the AHJ.

N 1.3.10 Public safety telecommunications personnel shall meet all of the requirements defined in the National Incident Management System (NIMS) and the Incident Command System (ICS), as mandated by Homeland Security Presidential Directives 5 and 8 (see www.FEMA.gov/emergency/NIMS) and as directed by the NIMS Integration Center.

N 1.4 Units In this standard, equivalent values in SI units shall not be considered as the requirement, as these values can be approximate. (See Table 1.4.)

Table 1.4 U.S.-to-SI Conversions

Quantity	U.S. Unit/Symbol	SI Unit/Symbol	Conversion Factor
Length	inch (in.)	millimeter (mm)	1 in. = 25.4 mm
	foot (ft)	meter (m)	1 ft = 0.305 m
Area	square foot (ft ²)	square meter (m ²)	1 ft ² = 0.0929 m ²

Chapter 2 Referenced Publications

2.1 General. The documents or portions thereof listed in this chapter are referenced within this standard and shall be considered part of the requirements of this document.

2.2 NFPA Publications. (Reserved)

2.3 Other Publications.

Merriam-Webster's Collegiate Dictionary, 11th edition, Merriam-Webster, Inc., Springfield, MA, 2003.

NIMS/ICS, *Emergency Responder Field Operations Guide*, U.S. Department of Homeland Security, U.S. Government Publishing Office, Washington, DC, October 2010.

2.4 References for Extracts in Mandatory Sections.

NFPA 601, *Standard for Security Services in Fire Loss Prevention*, 2015 edition.

NFPA 1000, *Standard for Fire Service Professional Qualifications Accreditation and Certification Systems*, 2017 edition.

NFPA 1002, *Standard for Fire Apparatus Driver/Operator Professional Qualifications*, 2017 edition.

NFPA 1041, *Standard for Fire Service Instructor Professional Qualifications*, 2012 edition.

NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*, 2016 edition.

NFPA 1561, *Standard on Emergency Services Incident Management System*, 2014 edition.

Chapter 3 Definitions

3.1 General. The definitions contained in this chapter shall apply to the terms used in this standard. Where terms are not defined in this chapter or within another chapter, they shall be defined using their ordinarily accepted meanings within the context in which they are used. *Merriam-Webster's Collegiate Dictionary*, 11th edition, shall be the source for the ordinarily accepted meaning.

3.2 NFPA Official Definitions.

3.2.1* Approved. Acceptable to the authority having jurisdiction.

3.2.2* Authority Having Jurisdiction (AHJ). An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure.

3.2.3 Shall. Indicates a mandatory requirement.

3.2.4 Standard. An NFPA Standard, the main text of which contains only mandatory provisions using the word “shall” to indicate requirements and that is in a form generally suitable for mandatory reference by another standard or code or for adoption into law. Nonmandatory provisions are not to be

considered a part of the requirements of a standard and shall be located in an appendix, annex, footnote, informational note, or other means as permitted in the NFPA Manuals of Style. When used in a generic sense, such as in the phrase “standards development process” or “standards development activities,” the term “standards” includes all NFPA Standards, including Codes, Standards, Recommended Practices, and Guides.

3.3 General Definitions.

3.3.1* Computer-Aided Dispatch (CAD). A combination of hardware and software that provides data entry, makes resource recommendations, and notifies and tracks those resources before, during and after alarms, preserving records of those alarms and status changes for later analysis. [1221, 2016]

3.3.2 Emergency Dispatch Protocol. A standard sequence of questions used by telecommunicators that provides post-dispatch or pre-arrival instructions to callers.

3.3.3 Emergency Incident. Any situation to which the emergency services organization responds to deliver emergency services, including rescue, fire suppression, emergency medical care, special operations, law enforcement, and other forms of hazard control and mitigation. [1561, 2014]

3.3.4 Incident Management System. The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident.

3.3.5 Job Performance Requirement (JPR). A written statement that describes a specific job task, lists the items necessary to complete the task, and defines measurable or observable outcomes and evaluation areas for the specific task. [1000, 2017]

3.3.6 Protective Signaling System. Any alarm or system of alarms designed to give notification or warning, whether audible at the location or at a central receiving area, of the existence of a probable emergency or other unusual occurrence that might involve life safety or property protection. [601, 2015]

3.3.7* Public Safety Answering Point (PSAP). A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services via telephone and other communication devices.

3.3.8 Public Safety Communications Center. A building or portion of a building that is specifically configured for the primary purpose of providing emergency communications services or public safety answering point (PSAP) services to one or more public safety agencies under the authority or authorities having jurisdiction.

3.3.9 Public Safety Communications Center Personnel.

3.3.9.1 Incident/Tactical Dispatcher. A person serving as a specialized telecommunicator who responds to the scene of emergency, manages the flow of information from command center to communications center, and documents requests for and deployment of specialized teams, equipment, or agencies.

3.3.9.2* Public Safety Communications Manager/Director. A public safety communications professional who directs communications center staff by establishing operational procedures, managing center operations, and responding to constantly changing needs to provide essential emergency communications services.

3.3.9.3* Public Safety Communications Supervisor. The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency's mission, standards, and goals.

3.3.9.4 Public Safety Communications Training Coordinator. The public safety professional who is responsible, in an administrative and technical capacity, for the development and implementation of a training program for the Public Safety Telecommunicator that will specifically meet the needs of the agency, in compliance with any state, federal, local or AHJ requirements for curriculum, reporting, and record keeping.

3.3.9.5 Public Safety Communications Training Officer (CTO). The first-line public safety communications professional who demonstrates superior conduct, professionalism, skills, and knowledge in the training of a new hire, accomplished through the use of adult learning principles using agency-defined training parameters in a classroom setting and through on-the-job and one-on-one interactions and simulations.

3.3.9.6 Public Safety Quality Assurance Coordinator. The public safety professional who is responsible for the coordination, upkeep, and maintenance of a formal quality assurance process as approved by the AHJ, while ensuring that standards and procedures are adhered to and that delivered products or services consistently meet standards or performance requirements.

3.3.9.7 Public Safety Telecommunicator. The individual tasked by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

3.3.9.7.1 Public Safety Telecommunicator I (Call Taker). The individual who is the initial point of contact in obtaining service requests in order to facilitate the prioritization, preparation, and dissemination of allocated and appropriate resources; provides instruction pursuant to agency policy and/or protocol; makes independent decisions, conveys information, and provides referrals; works in cooperation with the Public Safety Telecommunicator II; and disseminates information gathered that is paramount in ensuring the safety of the public and responders.

3.3.9.7.2 Public Safety Telecommunicator II (Radio Dispatcher). The individual who prioritizes, initiates, and coordinates the response of public safety agencies; manages the flow of incident-related information to and from field units and/or public safety resources; monitors status of field units; and assigns additional resources as requested and/or required.

- **3.3.10 Requisite Knowledge.** Fundamental knowledge one must have in order to perform a specific task.

3.3.11 Requisite Skills. The essential skills one must have in order to perform a specific task.

3.3.12 Service Request. Any communication from the public or other agency that prompts action by a telecommunicator.

3.3.13 Task. A specific job behavior or activity. [1002, 2017]

3.3.14 TDD/TTY. A device that is used in conjunction with a telephone to communicate with persons who are deaf, who are hard of hearing, or who have speech impairments, by typing and reading text. [1221, 2016]

- **3.3.15 Telecommunicator.** An individual whose primary responsibility is to receive, process, or disseminate information of a public safety nature via telecommunication devices.

Chapter 4 Public Safety Telecommunicator I

4.1 General. The Public Safety Telecommunicator I shall receive and process service requests and disseminate information as defined in Sections 4.2 through 4.4.

4.2 Receiving Requests for Service.

4.2.1 Description of Duty. To process any request for public safety services.

4.2.2 Secure communications with the service requester, given a communication device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.

Δ (A)* **Requisite Knowledge.** Verbal communications process.

Δ (B)* **Requisite Skills.** Operation and basic troubleshooting of communications systems and devices and application of verbal and listening skills in order to obtain accurate information.

4.2.3 Collect pertinent information, given a request for service, so that accurate information regarding the request is obtained.

Δ (A) **Requisite Knowledge.** Local area dispatch protocol system(s) as defined by the AHJ.

Δ (B)* **Requisite Skills.** Controlling the conversation utilizing established questioning and active listening techniques.

4.2.4 Utilize nonverbal communications, given a request for service through a communications device, so that accurate information regarding the request is obtained.

Δ (A)* **Requisite Knowledge.** Nonverbal communication protocols.

Δ (B)* **Requisite Skills.** Use of nonverbal communication devices.

4.3 Processing Requests for Service.

4.3.1* Description of Duty. Prepare data for dispatch or referral by evaluating, categorizing, formatting, and documenting the incident per established policies, procedures, or protocols.

4.3.2 Prepare records of public safety services requests, given agency policies, procedures, guidelines, and resources, so that the record is correct, complete, and concise.

Δ (A) **Requisite Knowledge.** Policies, procedures, guidelines, and protocols established by the AHJ.

Δ (B) **Requisite Skills.** Application of basic language and writing skills, interpreting and condensing information, basic computer skills, keyboarding, mousing, typing skills, legible handwriting.

4.3.3 Utilize information provided by a service requester, given the policies, procedures, and guidelines of the agency, so that the request is accurately categorized and prioritized.

Δ (A)* **Requisite Knowledge.** Incident categories, priority levels, and identification of potential threats, risks, and hazards.

Δ (B) **Requisite Skills.** Basic comprehension and problem solving.

4.3.4* Determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, protocols, and resources, so that an allocation of resources is selected.

Δ (A) **Requisite Knowledge.** Available resources, agency jurisdictions, and boundaries.

Δ (B) **Requisite Skills.** Map and chart reading and applying a GPS system to existing maps and resource lists.

4.3.5 Notify correct personnel about addition, deletion, and correction of data, given agency policies, procedures, guidelines, and protocols, so that documents, files, databases, maps, and resource lists are accurately maintained.

(A) **Requisite Knowledge.** Familiarity with maps, databases, and resource lists.

(B) **Requisite Skills.** Basic writing skills, legible handwriting, and basic computer skills.

4.4 Disseminate Requests for Services.

4.4.1 Relay instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols, so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

Δ (A)* **Requisite Knowledge.** Availability of resources, policies, and procedures regarding pre-arrival instructions.

Δ (B)* **Requisite Skills.** Voice control, provide directions, route callers, operate communication devices.

4.4.2* Relay information to other public safety telecommunications personnel or entities, given processed data, so that accurate information regarding the request for service is provided.

(A) **Requisite Knowledge.** Policies, procedures, or guidelines as determined by the AHJ.

(B) **Requisite Skills.** Voice control, verbal skills, and basic computer skills.

4.4.3 Respond to requests for information, given an inquiry from the public or the media, so that the policies, procedures, and guidelines are followed.

(A) **Requisite Knowledge.** Policies, procedures, or guidelines as determined by the AHJ.

(B) **Requisite Skills.** Verbal and written skills.

N **4.5 Fellow Employee Exhibiting Signs and Symptoms of Emotional and Behavioral Distress.** Identify signs and symptoms of emotional and behavioral health distress of an individual in crisis, given an individual exhibiting signs and symptoms of emotional and behavioral health distress in a peer setting, policies and procedures to be initiated with an awareness level education in emotional and behavioral health distress so that the emotional or behavioral health distress issue is recognized, confidentiality is maintained within the guidance of the AHJ, communication is open, nonjudgmental awareness is retained, department or community-based program is made accessible, and assistance is offered or an appropriate referral is initiated.

N (A) **Requisite Knowledge.** Knowledge of emotional and behavioral health distress signs and symptoms such as anxiety, stress, depression, addictions, or suicidal thoughts or behaviors; know what programs are within the department or within the community including but not limited to employee assistance programs (EAP); community mental health programs, chaplain, and National Suicide Prevention Lifeline to help an individual when emotional or behavioral health distress is noticed, and know how to listen and know when to communicate.

N (B) **Requisite Skills.** The ability to approach an individual exhibiting signs of emotional or behavioral distress, to use empathic and listening skills, to refer individual to an employee assistance program (EAP), community mental health program, chaplain, National Suicide Prevention Lifeline, or an individual trained in emotional and behavioral health.

Chapter 5 Public Safety Telecommunicator II

5.1 General. The Public Safety Telecommunicator II shall meet the job performance requirements in Chapter 4 for Public Safety Telecommunicator I and those defined in Sections 5.2 through 5.4 of this standard.

5.2 Receive Requests for Service.

5.2.1* Description of Duty. To manage information from multiple sources requiring requests for services or assistance.

5.2.2* Monitor public safety radio systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

Δ (A)* **Requisite Knowledge.** Basic radio systems, technology, and standard terminology used by the AHJ.

Δ (B) **Requisite Skills.** Operation of radio equipment, differentiation between various audio stimuli, and effective listening abilities.

5.2.3* Monitor electronic data systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

△ (A)* **Requisite Knowledge.** Response to audio and visual stimuli.

△ (B)* **Requisite Skills.** Basic computer skills and interpretation of visual symbols.

5.2.4 Monitor alarm systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

△ (A) **Requisite Knowledge.** Familiarity with alarm equipment and system operation and technology.

△ (B) **Requisite Skills.** Interpretation of alarm system signals, data, or messages.

5.3 Process Requests for Service.

5.3.1 **Description of Duty.** Review and format data for dispatch or referral. Monitor status of resources and determine units for deployment.

5.3.2 Validate incident information, given a request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared.

△ (A) **Requisite Knowledge.** Policies, procedures, guidelines, and protocols related to the allocation of resources and the duties and functions of response units.

△ (B) **Requisite Skills.** Interpretation of incident information.

5.3.3* Maintain location and status of units, given the resources available to the agency and utilizing the systems and equipment in the public safety communications center, so that the current availability, status, and safety of all deployable resources is known.

△ (A)* **Requisite Knowledge.** Capabilities and functions of personnel, units, and specialized equipment and tools, and their availability and current location.

△ (B) **Requisite Skills.** Operation of public safety communications center systems and equipment used for maintaining status.

5.3.4 Categorize alarm information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources.

△ (A) **Requisite Knowledge.** Operational principles, practices, procedures, guidelines, and protocols of alarm systems provided in the public safety communications center and agency policies related to alarm system operations.

△ (B) **Requisite Skills.** Basic computer skills and differentiation between multiple audio-visual stimuli.

5.3.5 Determine the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols, so that the priority of the request is defined.

△ (A) **Requisite Knowledge.** Policies, procedures, guidelines, and protocols related to call prioritization, incident categories, priority levels, and identification of potential threats, risks, and hazards.

△ (B) **Requisite Skills.** Operation of systems and aids provided in the public safety communications center for call prioritization, and decision-making skills.

5.3.6* Formulate a response, given the validated and prioritized request for service and the availability of deployable resources, so that the most appropriate response is selected and the safety of responders is considered.

△ (A) **Requisite Knowledge.** Procedures for the allocation or assignment of resources and requesting of mutual aid.

△ (B) **Requisite Skills.** Operation of systems and aids provided in the public safety communications center.

5.4 Disseminate Requests for Service.

△ 5.4.1* **Description of Duty.** Transmit and relay information or data to field units or other resources, given a request for service, that results in a notification for the response.

△ (A) **Requisite Knowledge.** Applicable FCC rules, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator's role and function within the system.

△ (B) **Requisite Skills.** Voice control and operation of telecommunications equipment.

5.4.2* Initiate deployment of response units, given the validated and prioritized request for service and the agencies' telecommunications equipment, so that service request information is conveyed to units designated for response.

(A) **Requisite Knowledge.** All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator's role and function within the system.

(B) **Requisite Skills.** Voice control and operation of telecommunications equipment, PA systems, IP systems, and data terminals.

5.4.3 Relay service request information, given available resources and telecommunications equipment, so that all pertinent information is communicated to all responding units and agencies.

(A) **Requisite Knowledge.** All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator's role and function within the system.

(B) **Requisite Skills.** Voice control and operation of telecommunications equipment.

5.4.4 Gather supplemental information, given a service request, so that current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

△ (A) **Requisite Knowledge.** Understanding agency policies, procedures, and guidelines, and accessing other resources as requested.

△ (B)* **Requisite Skills.** Use of printed and electronic reference materials, databases, and emergency action plans.

5.4.5* Activate the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations, so that the implemen-

tation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

(A) Requisite Knowledge. Understanding agency policies, procedures, and guidelines, and accessing other resources as requested.

(B) Requisite Skills. Use of printed and electronic reference materials, databases, and emergency action plans.

5.4.6 Activate the public safety communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols, so that the integrity of the communications system is maintained and the safety of center personnel is achieved.

(A) Requisite Knowledge. Existing emergency and contingency plans for incidents within the public safety communication center.

(B) Requisite Skills. Use of predetermined mitigation and evacuation plans.

Chapter 6 Incident/Tactical Dispatcher

6.1 General. The Incident/Tactical Dispatcher shall have the requisite knowledge of a telecommunicator in addition to the knowledge specific to the Incident Dispatcher position. This person shall be knowledgeable of the National Incident Management System (NIMS), the Incident Command System (ICS), and the Resource Ordering and Status System (ROSS), and shall have additional knowledge requirements for the following: responding to incidents; assuming the position responsibilities; communicating effectively; ensuring completion of assigned actions to meet identified objectives; and receiving, processing, and disseminating information. This duty shall involve utilizing the organizational structure, forms, and terminology of NIMS and the ICS according to the job performance requirements of 6.2.

6.2 Description of Duty. Apply ICS structure and terminology, given an incident or planned event utilizing ICS and the NIMS/ICS *Emergency Responder Field Operations Guide*, so that the ICS is identified, the locations and functions of each unit are understood, and the role of the Incident Dispatcher is assumed.

6.2.1 Determine how to use the Resource Designation System, given an incident or planned event utilizing ICS and the NIMS/ICS *Emergency Responder Field Operations Guide*, so that equipment typing and numbering are understood and appropriate resources are used.

(A) Requisite Knowledge. ICS 100, 200, 700, and 800 and any local, state, or federal mutual aid agreements.

(B) Requisite Skills. Filling out incident forms and documentation.

6.2.2 Prepare ICS forms, given an incident or planned event utilizing ICS and the NIMS/ICS *Emergency Responder Field Operations Guide*, so that all interactions within the communications unit are documented accurately.

(A) Requisite Knowledge. ICS 100, 200, 700, and 800 and any local, state, or federal mutual aid agreements.

(B) Requisite Skills. Filling out incident forms and documentation.

6.2.3 Utilize incident action plans (IAPs), given an incident or planned event utilizing ICS, the NIMS/ICS *Emergency Responder Field Operations Guide*, and the IAP for the incident or event, so that the ICS organization is understood, the safety messages are adhered to, the division or group assignments are identified, and the communications plan is followed.

(A) Requisite Knowledge. ICS 100, 200, 700, and 800, any local, state or federal mutual aid agreements.

(B) Requisite Skills. Filling out incident forms and documentation.

6.2.4 Recognize existing mutual or automatic aid agreements, given an incident or planned event utilizing ICS and any existing agreements or contracts for automatic and mutual aid, so that resources are utilized appropriately and in accordance with these agreements.

(A) Requisite Knowledge. ICS 100, 200, 700, and 800 and any local, state, or federal mutual aid agreements.

(B) Requisite Skills. Filling out incident forms and documentation.

6.3 Resource Ordering and Tracking. This duty shall involve utilizing the standards and terminology of the Resource Ordering and Status System (ROSS) according to the job performance requirements of 6.3.1 through 6.3.3.

6.3.1 Identify resource typing for aircraft, equipment, and overhead, given an incident or planned event utilizing ICS, the NIMS/ICS *Emergency Responder Field Operations Guide*, and a list of resources assigned to the incident, so that all resources are tracked as to their role or type and location and status.

(A) Requisite Knowledge. Mutual Aid Coordination System (MACS), ROSS, and organizational structure at the local, state, or national level as appropriate.

(B) Requisite Skills. Computer use.

▲ **6.3.2** Utilize ROSS, given an incident or planned event utilizing ICS and access to ROSS, so that all resources and event activity are tracked and status is correct and visible to the system.

(A) Requisite Knowledge. MACS, ROSS, and organizational structure at the local, state, or national level as appropriate.

(B) Requisite Skills. Computer use.

▲ **6.3.3** Work with outside agencies, given an incident or planned event utilizing ICS and ROSS, so that all participating agencies are aware of outstanding requests, pending requests, and requests that have been unable to be filled.

(A) Requisite Knowledge. MACS, ROSS, and organizational structure at the local, state, or national level as appropriate.

(B) Requisite Skills. Computer use.

6.4 Response to Incidents. This duty shall involve being able to prepare for and respond to incidents to fulfill the job of Incident Dispatcher according to the job performance requirements of 6.4.1 through 6.4.4.

▲ **6.4.1** Assemble a travel kit, given knowledge of potential circumstances in which an Incident Dispatcher will be placed, so that he or she is able to function effectively in the position under most circumstances.

(A) Requisite Knowledge. Travel kit inventory information included in the Incident Dispatcher class and past experience in camping or on incidents.

(B) Requisite Skills. Map reading and efficient packing skills.

6.4.2 Obtain requests for assignment, given an incident or planned event, so that the location, order and request number, and any routing information is obtained.

(A) Requisite Knowledge. Travel kit inventory information included in the Incident Dispatcher class and past experience in camping or on incidents.

(B) Requisite Skills. Map reading and efficient packing skills.

6.4.3 Identify travel plans, given an incident or planned event, so that means of travel are identified and best route information is used.

(A) Requisite Knowledge. Travel kit inventory information included in the Incident Dispatcher class and past experience in camping or on incidents.

(B) Requisite Skills. Map reading and efficient packing skills.

6.4.4 Check in at incident, given an incident or planned event, so that the individual is documented as being at the incident.

(A) Requisite Knowledge. Travel kit inventory information included in the Incident Dispatcher class and past experience in camping or on incidents.

(B) Requisite Skills. Map reading and efficient packing skills.

6.5 Assume Position Responsibilities. This duty shall involve taking on the job responsibilities of an Incident Dispatcher according to the job performance requirements of 6.5.1 through 6.5.5.

6.5.1 Determine readiness for assignment, given an incident or planned event, so that the individual is prepared to begin work as soon as is needed for the event.

(A) Requisite Knowledge. Radio systems and terminology, telephone systems, and computer systems.

(B) Requisite Skills. Computer use and multi-tasking.

6.5.2 Show availability and capabilities of resources, given an incident or planned event, so that the resources are able to function in the communications unit.

(A) Requisite Knowledge. Radio systems and terminology, telephone systems, and computer systems.

(B) Requisite Skills. Computer use and multi-tasking.

6.5.3 Gather, update, and apply situational information, given an incident or planned event, so that all resources are tracked and the individual is able to respond quickly and efficiently to situations that might arise.

(A) Requisite Knowledge. Radio systems and terminology, telephone systems, and computer systems.

(B) Requisite Skills. Computer use and multi-tasking.

6.5.4 Build relationships with relevant personnel, given an incident or planned event, so that members of the communications unit can work as a team and that other incident personnel are familiar with the needs of the communications unit.

(A) Requisite Knowledge. Radio systems and terminology, telephone systems, and computer systems.

(B) Requisite Skills. Computer use and multi-tasking.

6.5.5 Show the ability to use tools necessary to complete an assignment, given an incident or planned event, so that all equipment and other available resources are utilized to their maximum efficiency.

(A) Requisite Knowledge. Radio systems and terminology, telephone systems, and computer systems.

(B) Requisite Skills. Computer use and multi-tasking.

6.6 Communicate as the Incident Directs. This duty shall involve being able to receive and pass information accurately according to the job performance requirements of 6.6.1 through 6.6.3.

6.6.1 Gather relevant information during briefings and debriefings, given an incident or planned event, so that the individual and communications unit is aware of the current and future situations and plans.

(A) Requisite Knowledge. NIMS and ICS structure and terminology and Incident Dispatcher position responsibilities.

(B) Requisite Skills. Interpersonal communications.

6.6.2 Prepare documentation, given an incident or planned event, so that it is complete and the disposition is appropriate.

(A) Requisite Knowledge. NIMS and ICS structure and terminology and Incident Dispatcher position responsibilities.

(B) Requisite Skills. Interpersonal communications.

6.6.3 Determine work expectations, given an incident or planned event and input from a supervisor, so that communications are effective and work is completed.

(A) Requisite Knowledge. NIMS and ICS structure and terminology and Incident Dispatcher position responsibilities.

(B) Requisite Skills. Interpersonal communications.

6.7 Ensure Completion of Assigned Actions to Meet Identified Objectives. This duty shall involve performing tasks and processing requests according to the job performance requirements of 6.7.1 through 6.7.3.

6.7.1 React to situations, given an incident or planned event, so that the appropriate action is based on situational information and prescribed procedures.

(A) Requisite Knowledge. NIMS and ICS structure and terminology, Incident Dispatcher position responsibilities, and demobilization procedures.

(B) Requisite Skills. Computer use and completion of forms.

6.7.2 Explain position duties to on-coming shifts, given an incident or planned event, so that there is a continuity of authority and knowledge.

(A) Requisite Knowledge. NIMS and ICS structure and terminology, Incident Dispatcher position responsibilities, and demobilization procedures.

(B) Requisite Skills. Computer use and completion of forms.