

# SRS DISPATCHER TRAINING OUTLINE

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## General FAQs

1. Your agency has a consolette that is a control station, which was previously used as a radio to communicate with users on the Statewide Radio System. It is now your backup communications tool in case your agency loses network connectivity. Now with a dispatch console, your agency is networked into the SRS (Statewide Radio System) with access to several talkgroups. Radio users in your agency are now talking directly on the SRS.
2. This equipment is owned and maintained by your agency. It is also your agency's responsibility to determine the procedures of how and when it will be operated. We can give you suggestions based on best practices.

### I. What are your questions before we begin?

What do you want to know more about? Do you have questions or concerns you would like to address in this training? We ask up front so we can ensure that we cover them.

#### 1. When the radio goes down, whom do you call?

##### A. During regular business hours Monday through Friday, except State holidays:

- a. Call the OCIO Public Safety Technician Help Line at **402-471-2041**. One of our three technicians will answer your call at the office or it will roll over to our technician on-call when they are not in the office.
- b. Users can email the OCIO Public Safety Technicians with a question at [OCIO.SRSTECH@NEBRASKA.GOV](mailto:OCIO.SRSTECH@NEBRASKA.GOV).

##### B. After business hours Monday through Friday, weekends, and holidays:

- a. Users can call the OCIO Help Desk 24/7. That number is **402-471-4636**. A non-technical, call-taker will respond, take information about your problem, and create a ticket for the Public Safety Technicians. If your problem is considered a high priority, the Help Desk attendant will follow protocol to contact the on-call technician. Someone from the Public Safety team will get back to you.
- b. Users can call the NPPD Technical Operations Center (TOC) for outages at **402-362-7391** 24/7 and after hours.

#### 2. Weekly ROC testing, what do we need to do?


This is a weekly test performed on Thursdays at approximately 10 am on all A-E, and H ROC-Call talkgroups. Roll call is announced in each troop area to each user agency by an OCIO Public Safety team member from the OCIO office console. Pam Kemper follows up with each agency that doesn't respond. There are two other weekly roll calls done for second and third shifts performed by dispatchers. Contact Pam Kemper if you have questions.

##### A. Common questions:

- a. **Why is there such a volume difference among users when they answer the ROC CALL roll call?**
  - i. Depends on the user and their method of talking/proximity to the mic
  - ii. Volume levels need to be set for each radio/consolette because they are different
  - iii. Some users are dispatching from a real radio and not talking on a microphone. If your agency needs volume levels adjusted on the SRS, call the OCIO Public Safety Technician Help Line.
- b. **Will our region's ROC CALL come through on our dispatch 1 talkgroup?**

**ANSWER** – Normally no. Each talkgroup is its own party line. The talkgroup would have to be patched to the X ROC Call talkgroup for that to happen.

#### 3. How do we turn on the console every day?

- A. Log in to Windows using your username and password. Each dispatch position may have a different console log in and password. Call the OCIO Public Safety Technician Help Line if you need changes made.
- B. Click on the  red lightning bolt shortcut on the desktop for Elite Dispatch. Wait for it open.
- C. The location of the resources and the folder can be rearranged on the screen. This is an option set by the agency and can be customized if you are authorized.

**II. MULTI-SELECT AND PATCHING**




Patching and multi-selecting, (picture on left), involves merging resources into one talkgroup (like a conference call). To differentiate, the outline of the window will turn **Blue** when Patching and turn **Green** when Multi-Selecting.

**1. Patching**

Patching combines resources into one large group, which allows all users on those resources to hear and talk to each other. This is a *many to many* relationship. The patched resources allow the radio users from resource A to communicate with both the users of resource B and the dispatcher at the same time. Many resources can be joined in a single patch.

**How to Patch:**

- Activate the patch window, by clicking a Patch tab. Click on the patch icon  and it will turn **Blue**.
- Click on the resources that are being merged. The Patch icon will display in the upper left section of the resources selected and listed in the patch window. The resources are now patched.
- Now transmit on the patched resources. This action can be done through the right foot pedal, transmit button on the mic, or the transmit buttons on the screen.
- To break up your patch, click the patch window, then click each resource(s) to take them out of the patch.
- To add additional resources to an existing patch, click on the patch window and it will display the resources that are connected. Then select the additional resource and it is added to the patch.
- The console can be configured to do as many as four separate patches at a time.

**2. Multi-Select**



Multi-select is performed in a *one-to-many* relationship (one dispatcher to multiple resources). The multi-selected resources can hear and talk to the dispatcher, but cannot talk to each other. This multi-select group will remain in place every time the dispatcher transmits until the multi-select is removed.

To setup and remove a Multi-Select, it is the same operation as patching, but involves using the multi-select window. When active, the window is outlined in **Green**. The console can be configured to do as many as four multi-selects at a time.

**3. Preconfigured Multi-Selects or Patches**

Multi-selects or patches can be preconfigured for frequently used groups such as law enforcement and fire department at the same time for the same announcement. *Example:* The dispatcher transmits one fire call to several agencies at once.

**4. Patching Etiquette**

Agencies can determine their own policies and procedures for when to create patches. The suggested method is to announce after you have made the patch, "I have now patched A to B". When the patch needs to be broken, announce, "I am now ready to break down the patch for A to B". The dispatcher should wait for an answer before performing this action in case a user is not ready. Contact Monica Spanke at State Patrol to review their policies.

**III. Talkgroups**

**1. Your Talk Groups:**

_____	_____
_____	_____
_____	_____

**2. State Patrol's Talk Groups in your Troop Area:**

_____	_____
_____	_____
_____	_____

### 3. ROC Talk Groups

ROC's in your area: \_\_\_\_\_

- A. ROC's (Regional Operations Common) are set up using the geographical State Patrol troop areas for interoperability. The ROC's for your agency's dispatch area should be accessible on the console.
- B. Radio users can access all of the ROC talkgroups. The ROC's can be added as needed if they are not on the console.
- C. They allow radio users to talk to neighboring counties and the State Patrol.
- D. They allow federal users to talk to your agency's radio users.
- E. When a weather-related or large event occurs, the initial disaster incident (first 24 hours) is typically handled on the local ROC, then changed to the clean-up phase and switched to an event talk group.

### 4. LE'S (Law Enforcement) Talk Groups

- A. These are for credentialed Law Enforcement agencies for interoperability ONLY.
- B. There are two non-encrypted and one encrypted LE talkgroups.

### 5. Event Talkgroups

- A. There are sixteen statewide event talkgroups available to all user agencies. The first eight (EVNT M1 to EVNT M8) are monitored by dispatchers including state, local, and public utilities. The second eight (EVNT 9 to EVNT 16) are for local special events and are not monitored.
- B. Users must coordinate them through State Patrol dispatch to prevent multiple agencies from using the same ones. Contact State Patrol by using EVNT M1.
- C. Agencies can use them for unplanned events like storms, disasters, or other events that may occur.
- D. Agencies can also use the Event Talkgroups instead of other local radio resources or agency-wide talk groups for their planned local events like a concert, special event, county fair, rodeo, etc.

## IV. Detailed Coverage Map

(Display current SRS coverage map)

## V. Fleet Map Changes

Contact the OCIO Public Safety Technician Help Line.




## VI. Channel Markers

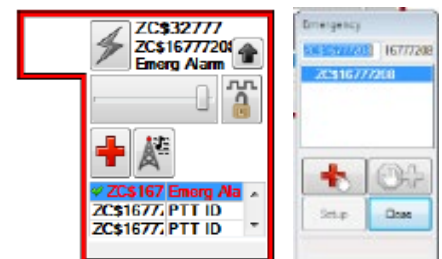
State Patrol uses them as a beep marker to indicate the talkgroups that are being used for a special purpose. They can be turned on or off based on your agency's preference. This beep tells users that there is emergency traffic on the talkgroup in progress and others should not push-to-talk unless they are involved in the incident. For example, State Patrol uses them in pursuit situations. Contact OCIO techs, if you would like to use channel markers.

## VII. Emergency Button—(Orange button on users' radios)

When pressed, a loud, repeating sound and visual indicator shows on your dispatch consoles. The radio user that presses the button will get a 10-second hot mic. This will allow that user to tell others about the emergency without physically keying up the radio. All radios are custom programmed to each user with a unique number/alias, so dispatchers will be able to determine who pushed the emergency button. Dispatchers can also set off an emergency button from their console to inform their officers that an emergency is happening in dispatch. Call the OCIO Public Safety Technician Help Line if you decide you want this feature.

### Steps to turn **Off** an Emergency Button Alarm:

1. Click the  red cross.
2. Then click  "acknowledge" (looks like a red cross with hand pointing).
3. After ten seconds when the hot mic period is complete, contact the user who hit the button to make sure the user is okay. That user has priority over all other users until the emergency is cleared. Other radio users will hear a series of beeps and the screen of their radios will turn amber.
4. When the emergency is over, click the knock-down button (Looks like a  hand with a stop sign) to clear the emergency call on the console.
5. Tell the user that it is okay to clear the emergency on his/her radio.
6. The radio user clears the emergency on his/her radio by pressing and holding the orange button until it beeps. The user must stop pressing immediately after the beep sounds or it will set off another emergency.
7. Ask the user to respond on the radio to verify that the emergency is cleared. (If it is not, the flashing red outline will return on the talkgroup).



## VIII. Recording (or Logging) of Channels

The LE's, EVENT talkgroups, and ROC's are recorded by the State. Everything that is patched to these talkgroups is also recorded. The State offers a logging service to user agencies for a minimal fee. Contact Mike Jeffres for more information at his office: 402-471-3719 or his mobile: 402-416-8144.

## IX. Miscellaneous Items

### 1. Select and Unselect Audio

There are two different speakers near your console that have two separate functions. One is a select audio and the other is unselected audio. In a high stress situation, you can turn down the unselect one if necessary. Move the speakers to the left and right of the monitor to create separation. Also, it would be wise to match the side that you wear your headset on. The select speaker only has the one talkgroup you have selected. The unselect speaker has everything else.

### 2. Headsets

Do you want to use them? Dispatchers can wear a headset and still hear the unselect speaker outside the headphones.

### 3. Practicing

Work with the dispatchers that are not present at this meeting and practice building and taking down patches. There are also scenarios at the end of this training document. Pick a few and discuss what your actions should be and how dispatchers/officers should respond.

### 4. Cutover--*What will happen when your agency switches over to the SRS?*

Dispatchers might want to attend the radio training for the officers to see how the radios work in order to assist the users if they have questions about how to perform tasks. It can be difficult at first, but as the dispatchers and users become familiar with the new equipment, it will become easier for everyone. This is a dispatch-orientated system so your dispatchers will have a better view on the system and information to help the radio users on the street. Radio users need to understand that dispatchers may need to tell them to switch talkgroups on the radio.

### 5. Full Access

Once a talkgroup is on the console, the dispatchers have full access. If radio users are monitoring/scanning or listening to other channels, the dispatchers will not see it.

### 6. Priorities

SRS will only allow one person to talk at a time. If another user keys up, that user will get a bonk to tell him/her to wait and try again. Dispatchers have a higher priority than a radio user. The dispatcher can see users on the screen that are still keyed up, so be careful not to cut them off by transmitting before they have completed. If the dispatcher is talking to many users, a user can key up and say to the dispatcher, "My information is more important," and interrupt the announcement. Dispatchers can transmit and receive at the same time. Radio users can only perform one task at a time—*only* transmit or *only* receive.

If users hit the emergency button on their radios and the resources are not available, the system will kick somebody off. Dispatchers can initiate the emergency mode shut down, but the user who set it off must turn it off.

### 7. Busies (resources not available)

Busies occur on the system when there are no resources available. Users should unkey, wait 1-2 seconds and push-to-talk again. Do NOT continue to keep hitting the PTT button because the system will put the caller to the end of the waiting line every time the button is pushed.

### 8. Private Calls (if applicable)

### 9. Red X's on your console screen—What do you do?

Red X's on the screen mean the console has lost network connectivity. It will accompany a 'bonk' sound. Dispatchers can access the back-up console on a separate tab. It can also be added on the sheriff tab if desired. Once you have accessed your back-up console, then call for assistance using the numbers and information listed above in section II, #1. After hours, call the OCIO help desk. Please be aware that the operator that answers is a call taker, and not a technician. Depending on the issue reported, a ticket will be created and someone will get back to you.

## X. Console FAQ's

**Question:** Can you create a custom label for the multi-select/patch, instead of "Patch 1"?

**Answer:** It is possible to put a label on it. An inactive patch will flash the name, which could be annoying to dispatchers.

**Question:** When NSP initiates the patch between our agency and State Patrol, do we see that patch on our consoles?

**Answer:** You cannot patch a patch. There will be an indicator to show that the patch is in place. Only the dispatcher that initiated the patch can change it. To determine whom initiated the patch, hover over it with the pointer and it will display the initiator.

**Question:** Who initiates the patch in a multi-agency patch?

**Answer:** Whichever agency is the lead on the pursuit is in charge of the call and the patching. The secondary agencies will move their radios to the patched talkgroups determined by the lead agency.

**Question:** Can you multi-select/patch an encrypted/secured talkgroup to non-encrypted/non-secured talkgroup?

**Answer:** Yes, but the system will send out the conversation in both an encrypted and non-encrypted form. This means the conversation is NO longer considered secure. The dispatcher needs to announce this when patching an encrypted/secured talkgroup to non-encrypted/non-secured talkgroup.

**Question:** How do we add other resources in the patch?

**Answer:** You can tell the resource/agency to go to "X ROC1" on the "X ROC CALL" talkgroup. Then patch "X ROC 1" and your agency's talkgroup. If users go to "X ROC 1", they will be included in the patch. It is their choice to switch to "X ROC 1" on their radio.

**Question:** What are the "SOP" talkgroups?

**Answer:** "SOP 1" is for special operations (e.g. selectives) that does not need to be encrypted. Be aware that dispatch can hear this talkgroup. "SOP Secure" is encrypted (e.g. surveillance operations) so the bad guys don't hear conversations. Be aware that dispatch can hear this talkgroup.

**XI. Scenarios for Practice**

**1. Traffic Stops**

- A. Discuss proper call-in procedures. Example: 10-82, location, plate number. Officers should wait for the dispatcher to direct them to a talkgroup or go ahead with traffic.
- B. When officer changes over to \_\_\_\_\_, and the dispatcher is trying to contact him/her without response. Why is this occurring?
- C. Multi-select when announcing Warrants or Officer Safety information.

**2. Talk-Around**

- A. Officers should only make brief announcements on DISP 1 for other officers to move to SEC 5. If there is no contact, then a dispatcher will contact the officer and advise of the information.

**3. Vehicle Checks**

- A. The officer should request a talkgroup.
- B. The dispatcher will assign the talkgroup.
- C. Checkpoint will occur on \_\_\_\_\_ and the dispatcher will not be able to hear the talk-around.

**4. Incidents Involving More Than One Troop Area**

- A. The initiating troop area will contact the other troop area to coordinate the response.
- B. The dispatcher should monitor each other's assigned talkgroups.
- C. When units arrive on the scene, the lead commander should decide if it warrants patching primary talkgroups or moving units to a secondary talkgroup and patching.

**5. Large Scale Active Incidents Involving Multiple Agencies**

- A. The dispatcher will contact the local agencies by ROC Call or phone to initiate the response.
- B. The dispatcher will assign the talkgroup.
- C. Talkgroups will need to be joined by multi-select or patching.

**6. Incidents Involving The Department of Transportation (DOT) or Nebraska Public Power District (NPPD)**

- A. Initial contact is made between the dispatcher and DOT or NPPD.
- B. The dispatcher will determine if a talkgroup is necessary.
- C. The dispatcher will assign a ROC talkgroup and direct all users to the appropriate location.

**7. Prolonged Disaster Events-Flooding, Storms, Tornado, Large-Scale Fires**

- A. Determine how many talkgroups might be necessary for the event.
- B. Determine which talkgroups to patch.
- C. Advise all participating units/agencies of the assigned talkgroup and be sure to use plain speak, not 10 codes.
- D. Announce the patches that are made.
- E. Monitor and help coordinate efforts.

**XII. Other Questions?**