

Tools and Resources

Writing Guide for Standard Operating Procedures

Purpose: The purpose of this guide is to assist communities that want to establish SOPs. SOPs are formal written guidelines or instructions for incident response. SOPs typically have both operational and technical components and enable emergency responders to act in a coordinated fashion across disciplines in the event of an emergency.

Intended Audience: All emergency responders and planners developing SOPs for communications interoperability.

How to Use the Tool: This guide is intended to help communities write SOPs. The sections of this guide are consistent with recommended sections for each part of an SOP.

SAFECOM Website Link: <http://www.safecomprogram.gov/NR/rdonlyres/2D396F0E-CE19-4DCB-A30A-35982721F5AA/0/SOP.pdf>

Interoperable Communications for Planned Events

Purpose: This guide is intended to assist emergency response officials who are responsible for designing and executing interoperable communications plans for planned events. This tool provides a comprehensive and explicit process to ensure successful communications during planned events.

Intended Audience: Communications and operations officials involved in planning a special event.

How to Use the Tool: The guide is a checklist for communications officials to use as they work with operations to establish the communications for specific events in their community. The guide provides key insights and actions to improve efficiency as officials plan event communications.

SAFECOM Website Link: <http://www.safecomprogram.gov/NR/rdonlyres/EF68FF90-3107-47A4-B3A5-94A72592FBE3/0/InteroperableCommunicationsforPlannedEvents.pdf>

Plain Language Guide

Purpose: This brochure helps emergency responders transition from the use of 10-codes to plain language during radio communication. Furthermore, it demonstrates how plain language improves interoperability among agencies; explains the value in using plain language; and documents the effort, resources, and key actions required to implement plain language in a State, region, or agency.

Intended Audience: State and local emergency responders and computer-aided dispatch system operators/dispatchers interested in transitioning from coded language to plain language.

How to Use the Tool: The brochure offers a plan for States, localities, and emergency response agencies to replace coded language radio transmissions with plain language.

SAFECOM Website Link: <http://www.safecomprogram.gov/NR/rdonlyres/5945AFE3-ADA9-4189-83B0-4D8218D0CA2F/0/PlainLanguageGuide.pdf>

Writing Guide for a Memorandum of Understanding (MOU)

Purpose: This document provides guidance for developing an MOU. It includes recommendations for structuring the MOU, questions to consider when generating content for each section, and sample language to illustrate how a community could write each MOU.

Intended Audience: Statewide, regional, or local governance groups desiring to create formal MOUs to enhance collaboration with other communities.

How to Use the Tool: This tool is intended to be a guide for writing an MOU. It outlines a recommended MOU structure with suggested headings for each section. Samples are also included for reference.

SAFECOM Website Link: <http://www.safecomprogram.gov/NR/rdonlyres/70169F1E-F2E9-4835-BCC4-31F9B4685C8C/0/MOU.pdf>

National Public Safety Telecommunications Council's Channel Naming Report

Purpose: This document outlines the National Coordination Committee/National Public Safety Telecommunications Council's (NPSTC's) Standard Channel Nomenclature for Public Safety Interoperability.

Intended Audience: All public safety officials and radio technicians requiring common names for channels designated for interoperability use by the FCC.

How to Use the Tool: This tool provides operational and technical parameters for use of the 700 megahertz public safety band.

SAFECOM Website Link: www.safecomprogram.gov/SAFECOM/library/technology/1319_npstcchannel.htm

National Interoperability Field Operations Guide (NIFOG)

Purpose: This document is a collection of technical reference material for radio technicians who are responsible for radios that will be used in disaster response applications.

Intended Audience: Radio technicians who are responsible for radios that will be used in disaster response applications.

How to Use the Tool: The NIFOG includes information from the National Interoperability Frequency Guide (NIFG), the instructions for use of the NIFG, and other reference materials. It is formatted as a pocket-sized guide for radio technicians to carry with them.

SAFECOM Website Link: <http://www.npstc.org/documents/NIFOG%20v1.2%204-14-2008.pdf>

Communications-Specific Tabletop Exercise Methodology

Purpose: The guide provides a detailed, step-by-step approach to effectively plan, conduct, and evaluate an interoperable communications-specific TTX. As a result of this methodology, exercises developed and executed will help localities identify interoperability capabilities and gaps within existing processes.

Intended Audience: Local and/or regional committees planning an interoperable communications-specific TTX.

How to Use the Tool: This tool should be used with the general principles for planning and conducting effective exercises put forth by the U.S. Department of Homeland Security (DHS) and should adhere to Homeland Security Exercise and Evaluation Program guidelines.

SAFECOM Website Link: <http://www.safecomprogram.gov/NR/rdonlyres/C67306E9-3C28-4654-91A5-0CDFD6D3DE55/0/CommunicationsSpecificTabletopExerciseMethodology.pdf>

