

METRO REGION
800 MHz Trunked Regional Public Safety Radio System
Standards, Protocols, Procedures

Document Section:	3. Interoperability Guidelines	Radio TOC Recommendation
Sub-Section:	METRO 3.17.7	Date: 03/22/17
Procedure Title:	Criteria for Certification as an Incident Communication Center Manager (INCM)	
Date Established:	05/10/2017	MESB Approval - Signature:
Replaces Document Dated:		05/10/2017
Date Revised:		

1. Purpose or Objective

The intent of this standard is to establish protocols and procedures to be used for certification and re-certification of the Incident Communication Center Manager (INCM) in Minnesota.

2. Background:

During all-hazards emergency response operations, communications among multiple jurisdictions and disciplines, including emergency medical, fire, and law enforcement services, is essential. Unfortunately, the absence of on-scene communications coordination has often compromised critical operations. To close this capability gap, the Department of Homeland Security’s (DHS) Office of Emergency Communications (OEC) in partnership with the Office for Interoperability and Compatibility (OIC), the Federal Emergency Management Agency (FEMA), National Integration Center (NIC), and practitioners from across the country developed performance and training standards for the all-hazards Incident Dispatcher as well as formulated a curriculum and comprehensive All-Hazards TRG-INCM course.

For some incidents, the COML establishes an Incident Communications Center staffed with Incident Tactical Dispatchers and/or Radio Operators to provide communications support for operations. However, as the incident expands, it may become important for an Incident Communications Center Manager (INCM) to be assigned for coordination purposes and to avoid span-of-control issues. The All-Hazard Incident Communications Center Manager is then responsible for managing all functions in the Incident Communications Center, reporting to the COML.

As representatives of the Minnesota public safety community complete INCM, the federal government has left it up to each state as to determine how the INCM will be certified. This standard will lay out the certification process for Minnesota.

3. Recommended Procedure:

The following procedure shall be followed in order to be initially certified as an Incident Communication Center Manager and in order to be recertified:

Prerequisite Experience/Training:

- State of Minnesota INCM Certification
- ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents, is recommended.

Certification Process:

1. Attend and successfully complete a three-day DHS-OEC all-hazards INCM (TRG-INCM) training session taught by a DHS-OEC certified INCM instructor.
2. Complete the INCM Task Book by demonstrating satisfactory performance of each of the tasks as witnessed by qualified evaluator(s) within three years of INCM training. It is acceptable to use an incident that occurred up to three years prior to the INCM training. (See attachment "A" Evaluation Form). Experienced Incident Dispatchers, previously trained before the formal DHS-OEC TRG-INCM was available can use tasks completed since recognized IDT training was completed.
3. Participate as an INCM in at least one NIMS Type III training drill, functional exercise, full scale exercise, incident or preplanned event. Provide a copy of one of the following: (1) Incident Action Plan; (2) Incident Communications Plan; or (3) After Action Report.
4. Obtain the "Final Evaluator's Verification" from one of the following: (1) A NIMS trained COML; (2) A Designated Agency Head; or (3) An Incident Commander. (See attachment "D" Verification / Certification of completed task book Form)
5. Obtain "Agency Certification" from the Designated Agency Head employing the candidate indicating that the candidate has met all qualifications for IDT certification. (See attachment "C" Agency Certification Form)
6. Submit the signed-off Task Book, NIMS course certificates (a printout from the Homeland Security Emergency Management (HSEM) training repository will suffice) and copies of relevant IAPs, ICPs, and AARs to your Regional Interoperability Coordinator (RIC). For the Metropolitan Emergency Services Board (MESB) Region, the documents will be submitted to the Regional Radio Services Coordinator and be brought before the MESB Radio Technical Operations Committee (RTOC) for approval.
7. The RIC or the Regional Radio Services Coordinator will review the qualification documents to make sure they meet the requirements set forth in this certification process. They will then go before the Regional Advisory Committee (RAC), Regional Radio Board (RRB), Emergency Services Board (ESB) or the MESB RTOC, presenting the INCM candidate's credentials to request a resolution that the COMT candidate be recommended to the Statewide Interoperability Program Manager for final review and certification. (See attachment "B," check-off template.)

8. The Statewide Interoperability Program Manager will review the qualification documents, copy the Task Book and relevant documents for filing and sign off on the original Task Book and return it to the INCM. This will serve as State Certification of the INCM and will be good for three years. (Submitting these documents by mail is acceptable. If the documents are lost, a copy will be deemed the original and marked as such).

RECERTIFICATION

Submission of Attachment E, along with a dated ICS 205 or AAR will recertify the participant for three years from their previous certification date. If these items are not available, Attachment E, along with a letter signed by an active incident COML or the event or exercise planner indicating the candidate acted in the role of a INCM during an event will be sufficient for recertification.

Once the candidate has participated in an acceptable function and submits the necessary paperwork for recertification, their renewal month and date remains the same as their original certification date unless other arrangements have been made.

It is the candidate's responsibility to provide the appropriate paperwork to the Emergency Communication Networks' (ECN) Standards & Training Coordinator for recertification prior to their certification expiration date.

ECN's Standards & Training Coordinator may send out a reminder at least six months in advance notifying each candidate that they are coming up for recertification if no paperwork has been submitted for renewal within that three-year period.

4. Management

The Statewide Interoperability Program Manager will manage the INCM certification and recertification process in Minnesota.

1. All certifications will be recorded and kept on file by the Emergency Communication Networks' (ECN) Standards & Training Coordinator. A list of certified INCMs with their certification expiration date will be maintained on the Statewide Emergency Communications Board (SECB) website under the ARMER tab.