

## VII. Conference Dispatch Officer (CDO)

### Standard

Conference Dispatch Officer's (CDOs) shall be able to perform the tasks and responsibilities described in the ASRC Standard Operating Procedures, Annex H, Duty Statement - Conference Dispatch Officer.

In addition to these tasks, CDOs shall have knowledge of:

- a. ASRC Standard Operating Procedures (SOP) **[[currently the ASRC Operations Manual]]**
- b. ASRC Training certification levels
- c. State Guidelines for SAR Coordination, in the ASRC Area of Operations
- d. SAR Dispatch Procedures as specified by state SAR Councils, in the ASRC Area of Operations
- e. SAR resources available for deployment in support of missions in the ASRC Area of Operations.
- f. SAR Dispatch Case Studies
- g. SAR Dispatch Legal Issues
- h. Legally Responsible Authorities for SAR in the ASRC Area of Operations
- i. Proactive dispatch Vs reactive dispatch
- j. Use of maps and atlases to assist in locating places of interest to missions in progress (including GIS software and online services), and
- k. Online dispatch resources available through the ASRC website.

### Training

CDO applicants shall complete:

- a. the CDO Training Course, and
- b. Group Dispatch Training (certified by their Group Dispatch Officer or Group Training Officer).

### Certification

In order to be certified as a CDO, applicants shall:

- a. complete the CDO written test and achieve a grade of 75% or better, within 12 months of applying for certification.
- b. new applicants shall satisfactorily complete a CDO simulation exercise conducted by an authorized CDO instructor
- c. receive a written recommendation from the ASRC ADC or an authorized delegate, and
- d. be approved by a simple majority of eligible voters present at a Group business meeting as facilitated by the Group Training Officer or their delegate.
- e. be approved by a simple majority of eligible voters present at an ASRC Board of Directors meeting.

Applicants for re-certification who cannot meet the minimum qualifications shall be required to undertake all requirements, as specified herein, for new CDO applicants.

### Qualification

New applicants for the CDO certification shall:

- a. complete 4 shifts (each of 3 hours or more) or equivalent as a group dispatcher, and
- b. serve satisfactorily a minimum of 2 shifts (each of 3 hours or more) as an acting CDO under the supervision of an ASRC Dispatch Supervisor, the ASRC ADC, or an authorized representative of the ASRC ADC. Such supervision may be provided remotely. Simulations may not count toward this qualification.

Applicants for re-certification as a CDO shall satisfactorily complete 6 shifts (each of 3 hours or more) as a CDO during the preceding credentialing period.

Applicants for re-certification as a CDO may complete:

- a. satisfactory equivalent service as an authorized CDO instructor, during the preceding credentialing period, may count towards a maximum of 2 shifts.<sup>1, 2</sup>
- b. satisfactory equivalent service as an ASRC Dispatch Supervisor during the preceding credentialing period, may count towards a maximum of 2 shifts.

## **Credentialing**

The CDO credential shall be valid from the date of issue and shall expire after a period of three (3) years commencing at the end of the calendar year in which the credential is issued.

CDOs shall be issued credentials containing:

- a. the name and group of the CDO
- b. the credential and expectations therein
- c. the credential issue and expiration dates
- d. the name of the credentialing authority
- e. the signature of the credentialing authority authorized representative

## **Accreditation**

The credentialing authority for CDOs, CDO trainers, and CDO certifiers is the ASRC Board of Directors (BOD).

The ASRC BOD delegates this authority to the ASRC Operations Officer.

The ASRC Operations Officer may delegate CDO credentialing authority to the ASRC Alert and Dispatch Coordinator (ADC).

The ASRC ADC is the issuing authority for CDO credentials.

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<sup>1</sup> Equivalent service is measured in hours.

<sup>2</sup> Satisfactory service shall be determined by the ASRC ADC by review of mission dispatch and other records, as appropriate.

## **Comments from William Dixon – Responses in Red.**

### **With respect to creating the ASRC CDO position, training & certification program:**

1. How would you describe the seriousness and scope of the problems being solved (e.g. operational impact to ASRC, RA & subject of not having this) ?

The problem being solved is to gain a measure of how many CDOs are available to support our mission. As ADC I have no method to identify trained resources, nor do I have a way to call-down a resource list when CDO relief is requested/required. In addition, I structured this draft standard in an attempt to provide a model for other standards as they come up for review in the near future. While I'd like to see this approved, I expect the next BOD meeting will be mostly just an informational briefing, where I'd hope the notion of a CDO Standard receives support and that the structure used also receives support.

2. What time estimate (manhrs, duration) and process would you estimate for the curriculum development ? Course material already exists to support the training.

3. In establishing this certification, clearly we start with no certified CDOs, then get to a state where we have a few, building to many. But it would seem we always will be faced with a situation where we won't have a certified CDO to take over. Can you estimate how many CDOs we need to maintain in ASRC to always have a CDO doing dispatch ? Do we need clarifying SOP for what to do if a CDO is not available ? I expect that there will be a small pool of personnel who will already meet the standard, by virtue of previous experience, course development and delivery. One of the stated goals for the ADC is develop and maintain a cadre of location-neutral CDOs. My estimate given the contingencies of volunteer service is that we should have as a goal the maintenance of a roster of at least 16-20 CDOs (Basis of Estimate: Maintain Dispatch for 48 hours in 3 hour shifts with no repetition of service required). Of course, as you allude to, there is no fixed relationship between number of certified CDO and the number who can or will serve on a regular basis. Yes. A procedure probably should be developed and included in the SOPs and training materials for the contingency of no CDO available. (At the present time it involves the ADC hand-holding the emergent CDO - in particular, full access to the ASRC website has been needed to facilitate this, not all future ADCs may have this level of access).

4. What must the ASRC ADC do to ensure successful training and certification of CDOs in all groups ? How does having one or several CDOs benefit a group ? The current ADC is marketing the idea of group's providing CDOs as a means to allow close groups to send more fields resources to a mission. If a group wishes to I'd think it appropriate to transfer the groups own dispatch to ASRC and allow them to deploy more resources to the field. The payback for groups is that if they support this system, then they can provide more opportunities to field deploy personnel when missions are geographically close to their location. Personal recognition is also considered a motive for groups.

5. what other ASRC training materials should this position leverage, or should it create all of it's own tests and curriculum ? All the training materials are developed, tests are still under development but will likely draw considerably from AO test materials already in existence. This proposal offers a vehicle to provide recognition of individuals who undertake the training and experiential requirements for CDO as a certification.

### **With respect to the current content of the CDO standard:**

6. Why does it not require an operational field training level, such as CQ, FTM or FTL ? As a general principle, there appears to be little or no operational need for CDOs to have field certifications or experience in order to undertake the duties of CDO. In particular, field certification pre-requisite were excluded to encourage the possibility that a CDO Corps might be developed from non-field deployable resources.

7. Why does it not require an actual response to a mission as qualifying experience ? The 2nd of 2 requirements to be certified is:

b. serve satisfactorily a minimum of 2 shifts (each of 3 hours or more) as an acting CDO under the supervision of an ASRC Dispatch Supervisor, the ASRC ADC, or an authorized representative of the ASRC ADC. Such supervision may be provided remotely. Simulations may not count toward this qualification.

8. Why do you think it should be in the ASRC SOP vs ASRC training standards ? This standard should be in the ASRC Training Standards under the direction of the CTO, presumably with delegation of responsibilities to the ADC. Only the operational requirements should be in the ASRC SOP.

9. What about performance expectations/capabilities of a CDO ? This would provide guidance for the training curriculum and tests. Such as:

a. start and operate for 4 hours ASRC conference dispatch using current Internet web-based tools

b. start and operate for 4 hours ASRC conference dispatch using only phone and pagers for communication (e.g. no Internet or email access)

c. transition to new CDO-certified dispatch officer

d. transition to non-CDO-certified dispatch officer

e. handle incident notification of a find

f. handle incident notification of a suspension

g. handle 2nd search alert in the middle of current one

h. handle media and direct law enforcement inquiries

i. handle requests by tired personnel and accident reports of members enroute

j. handle disappearance of group dispatch

k. maintain ASRC (and other coordinated resources) RESTAT

l. coordinate non-ASRC groups

m. handle no contact with incident CP/Base

n. handle overnight dispatch

o. keep proper dispatch logs

etc.

Good points. I plan to use these and other similar operational requirements to build a series of simulation style exercises and to validate the training materials. Of course this all belongs in the curriculum and this should be driven by operational needs documented in the ASRC Ops Manual (hopefully to be renamed the ASRC Standard Operating Procedures).