



Glossary

Level-setting Knowledge

Public safety is notorious for acronyms and their own language. To level-set understanding of SRM documentation, the following terms are defined.

Term	Definition
Administrator	Person authorized by the entity to manage the entity's SRM resources and user accounts
Affiliate	Authorized entity under a Master entity (e.g., a county PSAP authorized by a state that is the SRM customer)
CC	Communications Center – A facility for dispatching emergency communications
Channel	Throughout SRM documentation, radio resources are generically called “channels.” This term is intended to be inclusive of all radio pathways such as conventional, unrepeat, simplex, repeat, simulcast channels, and trunked radio system talkgroups.
Claim	Marking a specific shared resource as being used by your entity
Dispatch	A facility for dispatching emergency communications
Dispatcher	A legacy term for an Emergency Communications Telecommunicator
ECC	Emergency Communications Center—a facility for dispatching emergency communications
EM	Emergency Management
EMA	Emergency Management Agency
EMS	Emergency Medical Services
FD	Fire Department
ICS	Incident Command System
ICT or ICTB	Information Communications Technology Branch (of the Incident Command System)
Intercom Channel	A dedicated communications pathway providing Dispatch-to-Dispatch communications
LE	Law Enforcement
Master Entity	The organization that owns your rights to use SRM
NIMS	National Incident Management System
PD	Police Department
PSAP	Public Safety Answering Point, typically also a Dispatch location
QCW	Quick Claim Widget
Quick Claim	Using the Widget to mark a specific shared resource as being used by your entity
Quick Claim Widget (QCW)	A tool that displays the first available resources of several resource types and provides a button to Quick Claim that resource



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Resource	A specific tool that may be claimed on SRM (e.g., Metro Fireground-Green, UTAC-41, 7MED-86), Northwest Region VHF Radio Cache, Mobile Comms Truck #2, COML Roger Houston, COMT Rusty Bracket)
Resource Page	A web page dedicated to displaying Resources
Resource Type	A way of organizing or categorizing similar resources (e.g., Statewide, Law Enforcement use only, Fire only, EMS only, encrypted)
SO	Sheriff's Office
SRM	Shared Resources Manager for Public Safety
Telecommunicator	The "first of the first responders" whose primary duty is to receive, process, transmit, and dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services
User	An individual authorized by an entity to use SRM
Widget	A tool that displays the first available resources of several resource types and provides a button to Quick Claim that resource