



ALABAMA 911 BOARD

December 21, 2021
Talk About It Tuesday!



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Alabama 9-1-1 Board



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Introduction & Contact Information

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Agenda

December 21, 2021

- 911.gov Reclassification ToolKit
- NTOC



911.gov Reclassification Toolkit

Access
the
Toolkit

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National 911 Program Releases Public Safety Telecommunicator Reclassification Toolkit

The public safety telecommunicator is a critical link in public safety response. Telecommunicators are the first to respond to people who need emergency assistance; on every call, they use tools, technology and their training to navigate stressful situations. The expectations of this position have grown over the years as capabilities, technologies and social expectations have evolved. Today's emergency communications centers (ECCs) require public safety telecommunicators to have the knowledge, skills and abilities to both process and analyze 911 calls, operate in a dynamic environment and keep responders and citizens apprised as a crisis evolves.

Public safety telecommunicators currently are defined as "Office and Administrative Support occupations" by federal, state and local classification systems. Due to a lack of objective evidence documenting the current, complete duties of telecommunicators, the U.S. Bureau of Labor Statistics, Standard Occupational Classification System has been unable to reclassify the position. The current classification, which generally covers workers who perform clerical duties, falls far short of providing public safety telecommunicators the recognition they deserve for the work they do.



National Threat Operations Center (NTOC)

The FBI National Threat Operations Center (NTOC) answers national threat-tip lines via voice and text. They receive thousands of calls per day, and some of those are situations that should have been reported to 9-1-1 and need a local response. The NTOC needs help from PSAPs, specifically in enhancing processes related to the acceptance of information coming from the NTOC.

The FBI has reshaped how they will be contacting PSAPs to handoff this type of information to local agencies. The NTOC now uses NENA's Enhanced PSAP Registry to determine the appropriate PSAP and the 10-digit 24/7 telephone number. They have created a new internal process specifically for these situations. Please see the attached noticed for more information.

Any questions please contact April Heinze at aheinze@nena.org.



National Threat Operations Center (NTOC)

- serves as the primary communication channel for the public and private sector companies to provide tips pertaining to federal crimes and threats to national security
- operates 24 hours a day, 365 days a year, providing an around-the-clock mechanism for the FBI to receive, evaluate, and distribute threat information to applicable FBI field offices, as well as state and local law enforcement partners
- receives exigent threat-to-life calls and electronic submissions, such as threats of suicide, needed welfare checks, and medical emergencies; better suited for 9-1-1 call centers
- December 13, 2021**, the responding NTOC employee will make direct telephone contact with the appropriate local 9-1-1 center in the area closest to the complainant, who needs local law enforcement assistance



Questions

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