**July 19, 2022
Talk About It Tuesday!**

Introduction & Contact Information

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Agenda
July 19, 2022

➢Alabama Public Safety Telecommunicator Certification Program

Status Check Edition

Administrative Rules Process Timeline

We are here!

Proposed Draft Rules

Chapter 585-X-5

Public Safety Telecommunicator Certification Program

May 2022

- May 18, 2022—adoption of the draft rule and approval to proceed with the rules process at the Alabama 9-1-1 Board Meeting
- May 20, 2022—deadline for submission of the Notice of Intended Action for proposed rule making http://www.alabamaadministrativecode.state.al.us/UpdatedMonthly/AAM-MAY-22/585-X-5.pdf

June/ July 2022

- June/July 2022—receive comments on the proposed draft rule; tentatively plan a workshop for discussion of the rule
- July 27, 2022—hold a public hearing prior to the July Board meeting; final adoption of the rule will be recommended during the meeting

August 2022

- August 11, 2022—certification of the final adopted rule must occur no later than this date

October 2022

- October 15, 2022—certified rule will take effect

Other Important Dates & Needs

June 20 – 24, 2022 **(Our next one is August 08-12, 2022; click <u>here</u> for more details.)**
- ETC Class (Instructor: Dana Nation, Montgomery, AL)

June 28th Meeting @ 11AM **(Our next meeting is July 26, 2022; we currently meet monthly.)**
- Define process for course approval/Committee role for approval
- Regular meetings for Committee
- Advisory panel for education to the Board
- Quarterly review for Program overall

Alabama NENA Appointed – Alabama 9-1-1 Education Committee			
NENA	**APCO**	**AAND**	**AL 911 Board Staff**
Scott Stricklin	Marcy Ledbetter	Bubba Blue	Leah Missildine
Robbie Young	Ryan Whisenhunt	Rod Coleman	Adam Brown
Donnie West	**Seeking volunteers!**	**Seeking volunteers!**	Dana Nation
David Morgan	**Seeking volunteers!**	**Seeking volunteers!**	Michelle Peel

June 30th Benchmark

Any individual performing the duties of public safety telecommunicator for a primary PSAP receiving 911 calls on or before June 30, 2022, shall not be required to complete the coursework to be certified under rules established by the board.

June-July 2022 Benchmark

➢The ECD Public Safety Telecommunicator (PST) survey is [here](#).

➢The PSAP Public Safety Telecommunicator (PST) survey is [here](#).

THESE WILL BE DUE NO LATER THAN NOON ON FRIDAY, JULY 22, 2022.

ECD Survey/ Template

ECD Public Safety Telecommunicator (PST) Survey

Name of Person Submitting Form*

ECD *

Type in the first three letters of your ECD and choose from the options.

Email address of person submitting form*

myEmail@gmail.com

This should be a unique address, not a group address.

Office Phone Number*

(123) 123-1234

Cell phone or other contact number

(123) 123-1234

Attach Excel file*

Click to browse
or drag a file here

Submit

- Please do not reformat the Excel spreadsheet

- Please do not convert it to another file type

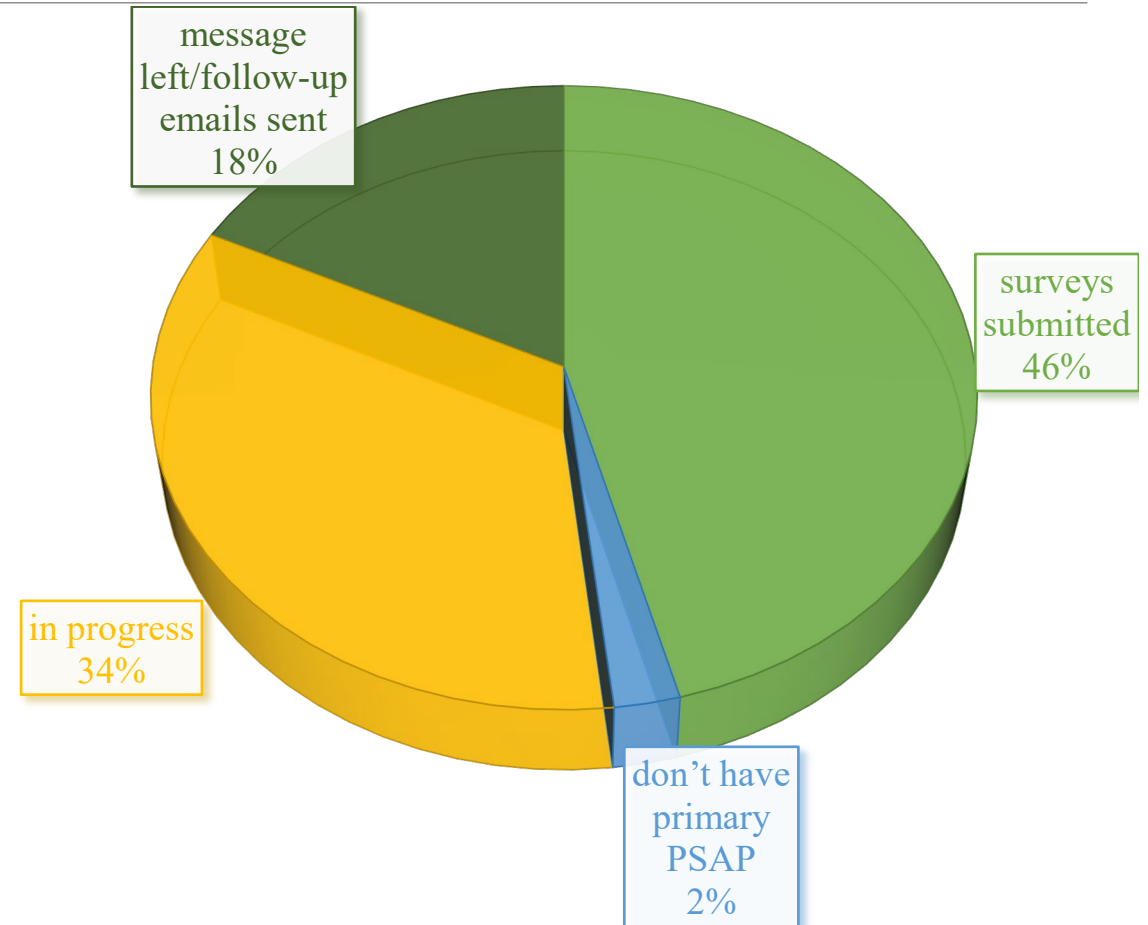| First Name	Middle Name	Last Name	DOB	Email	PSAP Name	DOH	Role
Enter PST's first name.	Enter PST's middle name.	Enter PST's last name.	Enter the Date of Birth of the PST.	Enter email address specific to the PST being certified, not a non-unique or group email.	Enter the name of primary PSAP the PST is affiliated with at time of certification. (Enter NA if you are not currently affiliated with a primary PSAP.)	Enter the Date of Hire of PST with current agency.	Enter the role or job title held by the PST.
John	Q	Emergency	01/01/2000	John@sampleagency.org	Sample County PSAP	07/01/2018	Public Safety Telecommunicator

ECD Template

➢ **Of our 85 ECDs:**
- ▪ 39 ECDs that have submitted their surveys
- ▪ 2 ECDs that don't have primary PSAPs within them (i.e. contract with another ECD)
- ▪ 29 ECDs in the process of completing survey
- ▪ 15 ECDs have been left messages and follow-up emails

message left/follow-up emails sent
18%

surveys submitted
46%

in progress
34%

don't have primary PSAP
2%

June-July 2022 Benchmark

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PST Surveys

- ➤ **715 telecommunicator surveys submitted**

- ➤ **59 primary PSAPs represented in those submissions**

- ➤ **Helpful Hints:**
  - Specify which basic PST training course you successfully completed, e.g. APCO, NENA, AL Fire College, In-house, HITS, etc.

  - If you specify you completed a basic PST training course, check yes you completed a PST certification program

  - Upload your most current basic PST certificate. That may be your renewal certificate

  - If you do not have your certificate to upload, please contact the organization that certified you for a copy

Public Safety Telecommicator (PST) Certification Survey

To be completed by primary PSAP employee individually or by the primary PSAP designee

First Name*

Enter PST's first name

Middle Name*

Enter PST's middle name

Last Name*

Enter PST's last name

Date of Birth*

If you were born prior to 1972, type in your birthdate as mmddyyyy with no spaces or punctuation. Then choose from the drop-down calendar.

Email Address*

myEmail@gmail.com

Enter email address specific to the PST being certified, not an non-unique or group email.

PSAP Name*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Date of Hire*

Enter the date of hire of PST with current agency.

Is this person enrolled in Virtual Academy?*
☐ Yes   ☐ No

Has this individual logged in and confirmed access to Virtual Academy?*

If not, the administrator within you agency needs to create their user account now.
☐ Yes   ☐ No

Role of PST *

Enter the role or job title held by PST

What basic PST training level or certification has this individual successfullly completed?*

e.g. APCO PST, NENA TCC, IAED ETC, AL Fire College PST I, AL Fire College PST II, In-house 160 hour program, HITS, etc.)

Have you completed a PST certification program? *
☐ Yes   ☐ No

Upload proof of completion here.*

📎 **Click to browse**
or drag a file here

e.g certificate, check-off/sign-off on agency letterhead, completed roster or assessment score, etc.

Submit

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f @alabama911board   in Alabama 9-1-1 Board   🐦 @al911board   🌐 http://al911board.com

Other Questions

1) How do a get a copy of my certificate?
   - Contact the issuing organization
   - Check with your training officer/supervisor
2) Do I have to fire my PSTs that are not certified?
   - No
3) How will we get my PSTs certified in Virtual Academy?
   - We do not have a certification class in VA yet, but we may in the future
4) Why do we require a middle name?
   - So, when we have three John Smith's, we can tell them apart.
5) Why do we have to fill out the spreadsheet and individual surveys?
   - It's a check and balance to verify we received all the telecommunicator information.
6) Other questions or comments that we've received:

Virtual Academy

➤Enrollment

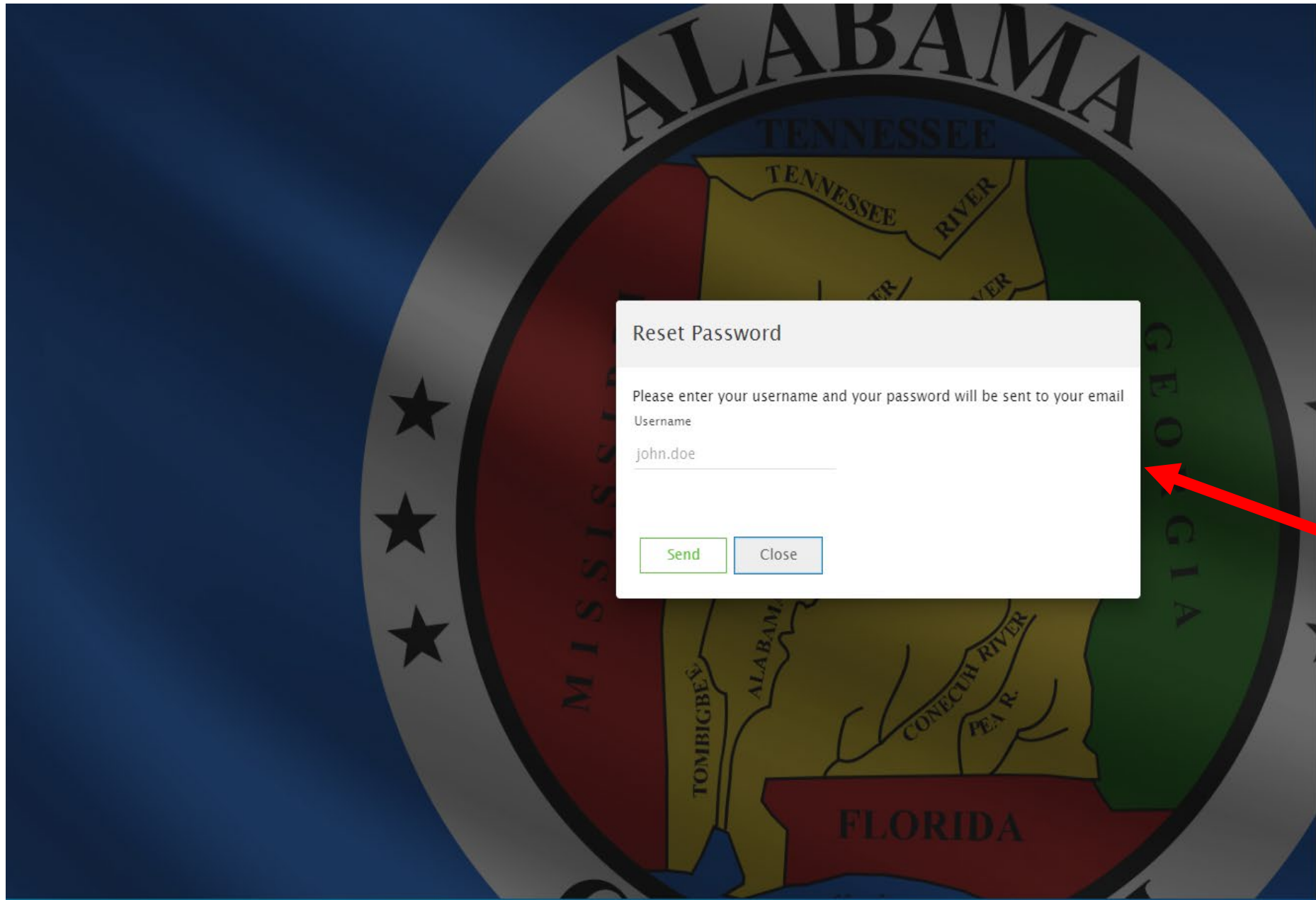| First Name	Middle Name	Last Name	Email	Role	Emp ID#	DOB	District	Admin Acct?	User Acct?

➤ Setup/Technical Support

Virtual Academy

https://al.virtualacademy.com/login.aspx

Reset Password

Please enter your username and your password will be sent to your email

Username

john.doe

Send   Close

Sign in

Username

Password

Login

Forgot Password?   Technical Support

Not a Partner?
Click here to learn more.
844.381.2134

Upcoming Training

Dates	Training	Location	Organization	Status	
August 01, 2022	Face That Fire; The Journey After Traumatic Incidents	Columbiana AL	Denise Amber Lee Foundation	Open	More Info
August 02, 2022	INdigital Regional Training	Dothan, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 02, 2022	Victim's Plea: Meeting Expectations	Columbiana AL	Denise Amber Lee Foundation	Open	More Info
August 03, 2022	INdigital Regional Training	Dothan, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 04, 2022	Victim's Plea: Meeting Expectations	Spanish Fort AL	Denise Amber Lee Foundation	Open	More Info
August 08-12, 2022	Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
August 08, 2022	NENA Recruit, Hire, Retain & Promote for Success	Greenville, AL	Alabama 9-1-1 Board	Open	More Info
August 08-10, 2022	Alabama EMD Phase 2 Practitioner Course	Cullman, AL	Cullman City Communications and Alabama 9-1-1 Board	Open	More Info
August 10, 2022	NENA Recruit, Hire, Retain & Promote for Success	Cullman, AL	Alabama 9-1-1 Board	Open	More Info
August 16, 2022	INdigital Regional Training	Alexander City, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 17, 2022	INdigital Regional Training	Troy, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 22-26, 2022	Fire and Emergency Services Instructor I	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
September 13, 2022	INdigital Regional Training	Mobile, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
September 29, 2022	INdigital Regional Training	Homewood, AL	Alabama 9-1-1 Board and INdigital	Open	More Info

https://www.al911board.com/professionals/training

Networking and Training Opportunities

Over the past several years, the 911 community in Alabama has chosen the month of July to hold the 911 Summit, which is an event created by the Alabama Association of 9-1-1 Districts (AAND) in partnership with the Alabama 9-1-1 Board and the Alabama Chapter of the National Emergency Number Association (NENA), during which they hold a series of meetings in close proximity to each other. There is no registration for the NENA Quarterly and Alabama 911 Board meetings. They are open meetings for any stakeholder to attend. The AAND workshop that follows has an educational agenda and requires register so that they can prepare for refreshments, seating, etc. AAND also typically has room blocks with discounts surrounding their events. You may register for and review their agenda by visiting: https://www.alabamacounties.org/event/alabama-9-1-1-summit/. Other sites you should check for 911 stakeholder events in Alabama are:

• AAND calendar -- https://www.alabamacounties.org/events/

• AL NENA -- https://www.alabamacounties.org/events/

• AL APCO -- https://apcoalabama.org/meetinginfo.php (It's not listed yet, but ALAPCO is working on a fall workshop in October, FYI.)

• Alabama 911 Board -- https://www.al911board.com/upcoming-meetings (meetings past and future) and https://www.al911board.com/professionals (for all

   training, webinar recordings, etc.)

Questions

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