ALABAMA 911 BOARD

September 6, 2022
Talk About It Tuesday!

Introduction & Contact Information

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Agenda

September 6, 2022

- Outreach/Data Collection
- Virtual Academy
- Course Approval Checklist

Administrative Rules Process Timeline

Proposed Draft Rules

Chapter 585-X-5

Public Safety Telecommunicator Certification Program

We are here!

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

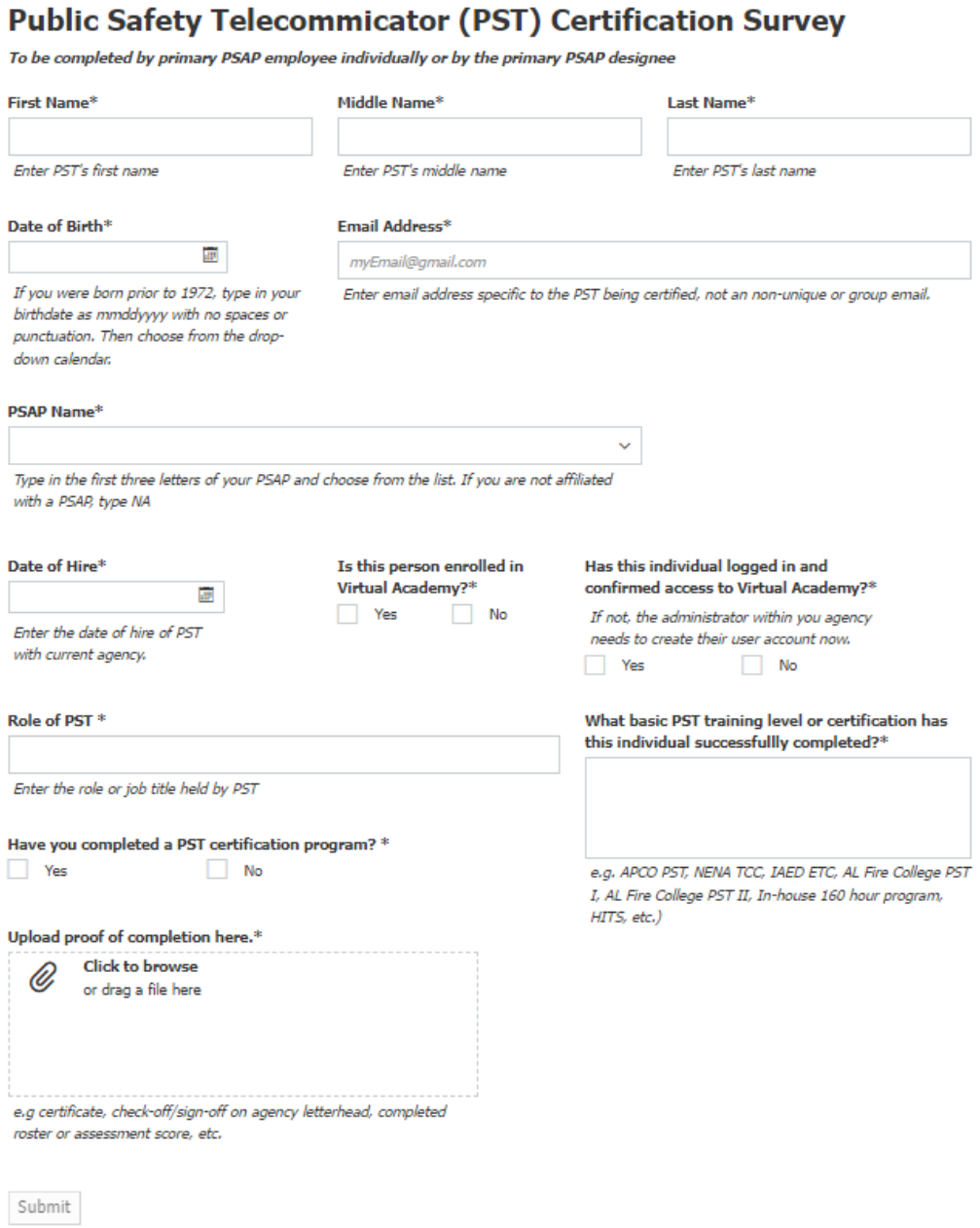
October 2022

- October 15, 2022—certified rule will take effect

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
  - If you have not completed a PST Survey, you can access is here.

[Link to Survey]



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

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:

Data Collection

#	Category	Count
1	Reciprocal	480
2	Current <40 or no recert/renewal requirement	158
3	Expired - prior to July 1	68
4	No cert/never certified	200
5	Needs additional documentation or clarification	609
	Total	**1515**

Virtual Academy

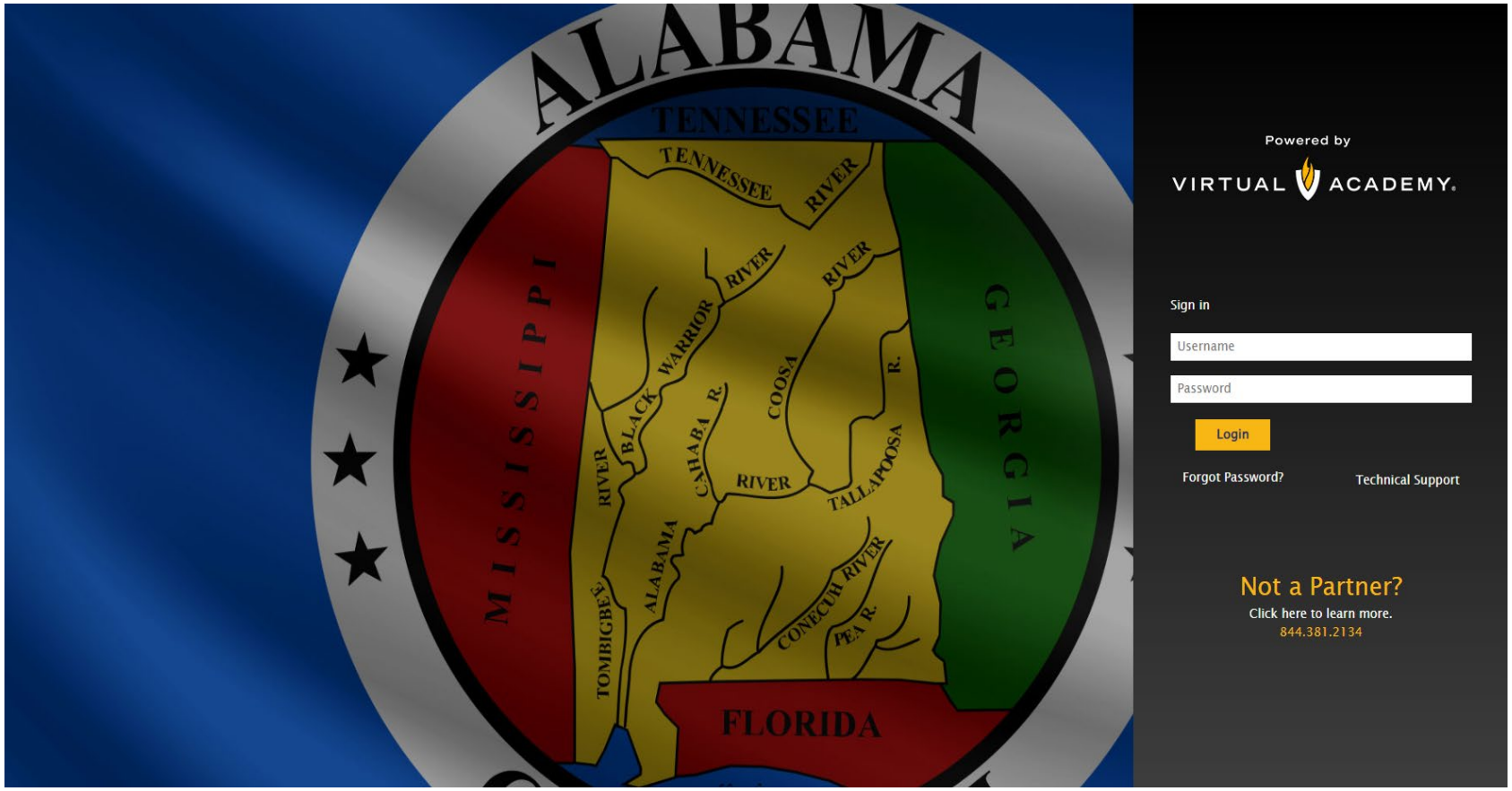
- 518 of 1515 not currently enrolled

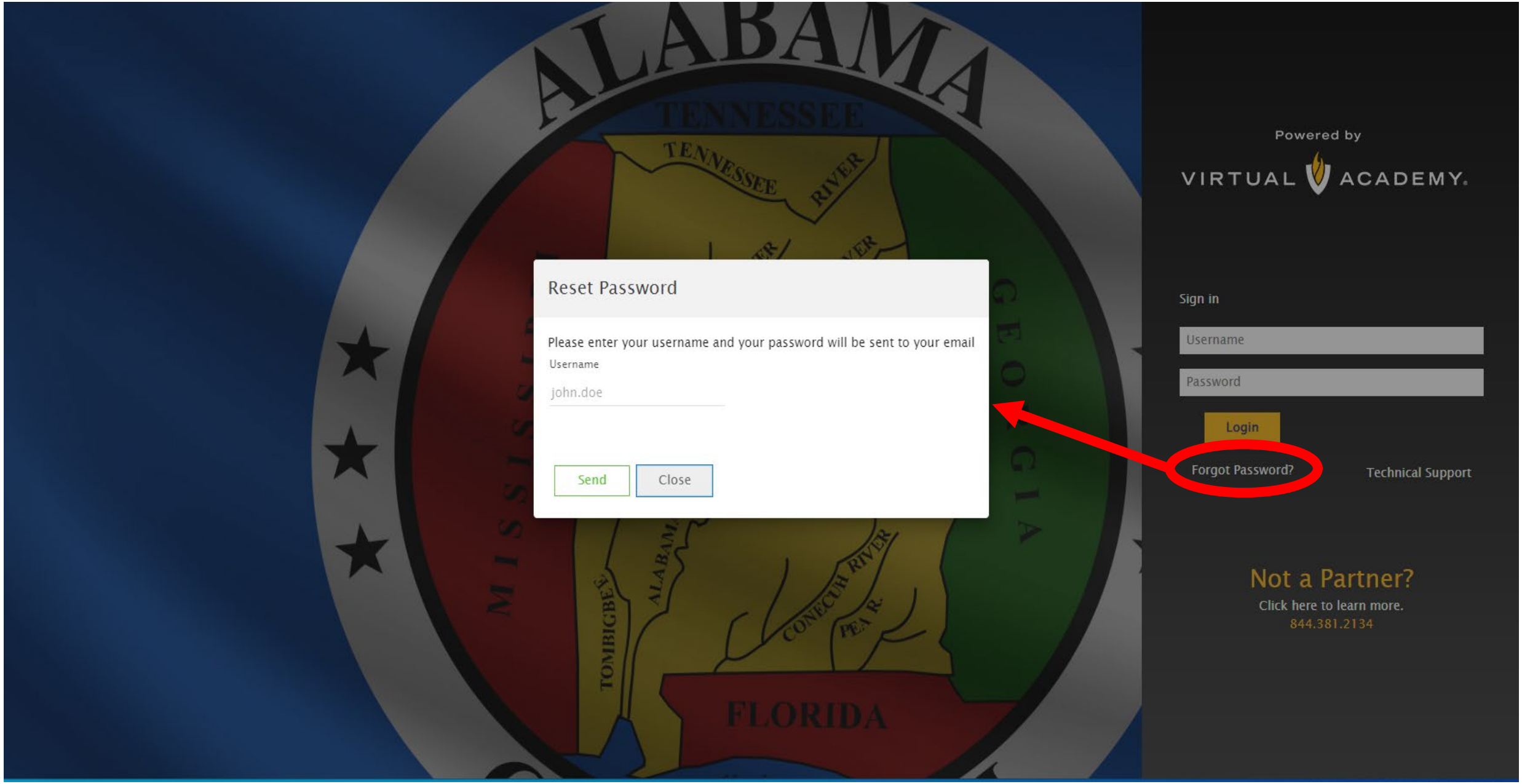
- Enrollment

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

Virtual Academy

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

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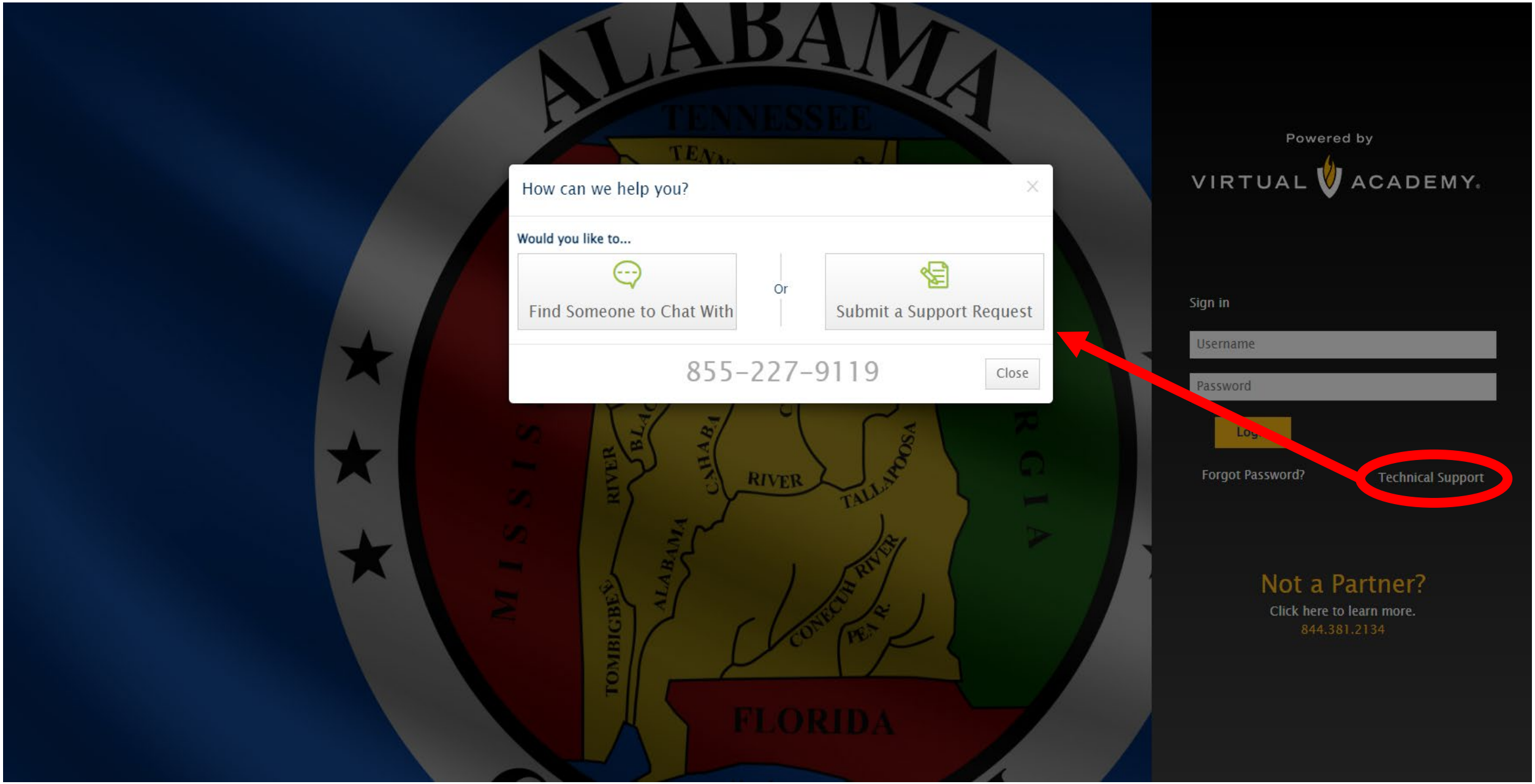
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Course Approval Checklist

- Form fillable document
- Outline and Template
- Topic Checklist

Outline

Roles and Responsibilities

1. Introduction, Mission, Terminology
2. Public Safety Team
3. Ethics, Professionalism, Values, Personal Conduct, Image
4. Policies, Procedures, Rules, Regulations
5. Duties and Responsibilities
6. Communities and Agencies Served
7. Responder Safety

Legal Concepts

1. Liability/Confidentiality/Negligence/Duty
2. Law Enforcement Agencies
3. Fire/Rescue Agencies
4. EMS Agencies
5. Public Safety Communications Agencies
6. Documentation, FOIA Requirements, Recording, and Records Retention
7. Privacy Laws

Interpersonal Communications

Emergency Communications Technology

Call Processing

Emergency Management

Radio Communication

Stress Management

Quality Assurance

Upcoming Training

Dates	*Training*	*Location*	*Organization*
September 13, 2022	INdigital Regional Training	Mobile, AL	Alabama 9-1-1 Board and INdigital
September 29, 2022	INdigital Regional Training	Homewood, AL	Alabama 9-1-1 Board and INdigital
October 9, 2022	NG911 is More Than Just the Technology	Orange Beach, AL	Alabama 9-1-1 Board and Alabama NENA
October 12-13, 2022	GIS Workshop	Orange Beach, AL	Alabama 9-1-1 Board
October 26-28, 2022	Alabama APCO Workshop	Orange Beach, AL	Alabama APCO
October 24-28, 2022	Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board

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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