Alabama Public Safety Telecommunicator Certification Program

Introduction & Contact Information

Dana Nation

Program Coordinator

Office: (334) 440-7911

Email: dana@al911board.com

Ask us a question!

Agenda

➢ Public Safety Telecommunicator Certification Program

HB 414

Calendar Date	Body	Amd/Sub	Matter	Committee	Nay	Yea	Abstain	Vote
02/24/2022	H		Read for the first time and referred to the House of Representatives committee on Public Safety and Homeland Security	PS&HS				
03/02/2022	H		Read for the second time and placed on the calendar					
03/15/2022	H		Third Reading Passed					
03/15/2022	H	218527-1	Oliver Amendment Offered					
03/15/2022	H		Motion to Adopt adopted Roll Call 637					Roll 637
03/15/2022	H		Motion to Read a Third Time and Pass adopted Roll Call 638					Roll 638
03/15/2022	H		Engrossed					
03/15/2022	S		Read for the first time and referred to the Senate committee on Judiciary	JUDY				
03/30/2022	S		Read for the second time and placed on the calendar 1 amendment		0	10		
04/06/2022	S		Third Reading Carried Over to Call of the Chair					
04/06/2022	S		Third Reading Carried Over to Call of the Chair					
04/06/2022	S	219407-2	Judiciary Amendment Offered					
04/06/2022	S		Price motion to Table adopted Voice Vote					
04/06/2022	S		Singleton motion to Carry Over to the Call of the Chair adopted Voice Vote					
04/06/2022	S		Third Reading Passed					
04/06/2022	S	219837-1	Price Amendment Offered					
04/06/2022	S		Price motion to Adopt adopted Roll Call 1036					Roll 1036
04/06/2022	S		Motion to Read a Third Time and Pass adopted Roll Call 1037					Roll 1037
04/07/2022	H		Concurrence Requested					
04/07/2022	H		Oliver motion to Concur In and Adopt adopted Roll Call 970					Roll 970
04/07/2022	H		McCampbell intended to vote "Yea"					
04/07/2022	S		Concurred in Second House Amendment					
04/07/2022	S		Signature Requested					
04/07/2022	H		Enrolled					
04/07/2022	H		Clerk of the House Certification					
	H		Forwarded to Governor on April 7, 2022 at 5:36 p.m. on April 7, 2022.					

Act 2022-387

- ➢ to define first responder inclusive of a public safety telecommunicator;

- ➢ to require a public safety telecommunicator at a Public Safety Answering Point (PSAP) to remain on an emergency call until the person is connected with the appropriate provider of emergency services;

- ➢ to require a communications district to provide reasonable alternative method(s) for responding to emergency calls; and

- ➢ **to provide certification requirements for public safety telecommunicators and to authorize the board to provide for the certification.**

Certification Program

11-98-4.1 (e) The statewide 911 Board shall have the following powers and duties:

(9) To establish a certification program to train and certify public safety telecommunicators employed by a primary PSAP receiving 911 calls, including establishing minimum core competency topics and minimum number of training hours, deciding whether a written examination is required, and any necessary certification requirements, to the extent funds are available to cover all costs for the training established by the board. The board may establish rules for enforcement of those PSAPs that fail to participate in the certification program. Notwithstanding the foregoing, the training and certification requirements of this section shall not apply to any public safety telecommunicator employed by the state or an agency or department thereof.

Administrative Rules Process Timeline
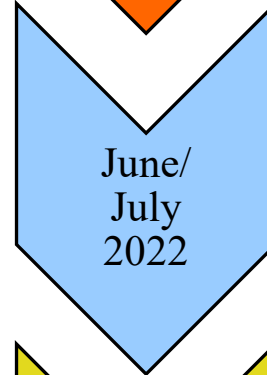
Proposed Draft Rules

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

Alabama 9-1-1 Board Administrative Code Chapter 585-X-5

➢General Provisions

➢Certification Program Requirements

➢Exceptions and Exigent Circumstances

➢Certified Public Safety Telecommunicator-1

Final adopted draft rule can be found on the Alabama 9-1-1 Board's website at the link below:

https://www.al911board.com/sites/default/files/2022-08/911%20585-X-5%20Certified%20by%20LSA_for%20website.pdf

Roles and Responsibilities

Introduction, Mission, Terminology
Public Safety Team
Ethics, Professionalism, Values, Personal Conduct, Image
Policies, Procedures, Rules, Regulations
Duties and Responsibilities
Communities and Agencies Served
Responder Safety

Legal Concepts

Liability/Confidentiality/Negligence/Duty
Law Enforcement Agencies
Fire/Rescue Agencies
EMS Agencies
Public Safety Communications Agencies
Documentation, FOIA Requirements, Recording, and Records
Retention
Privacy Laws

Interpersonal Communications

Communications Techniques
Information Processing, Communication Cycle
Problem Solving, Critical Thinking
Customer Service
Diversity/Demographics
Non-Native-Language Callers
Communications-Impaired Callers (individuals who are deaf, deaf-
blind, hard of hearing or have speech disabilities)

Emergency Management

Introduction to ICS
NIMS
Emergency Management Roles and Responsibilities
Disaster Preparedness
Mutual-Aid/TERT

Emergency Communications Technology

Telephony Technologies (PBX/MLTS/VoIP)
Basic 9-1-1 and Enhanced 9-1-1
ANI/ALI
Wireless Phase I and Phase II
NG9-1-1
Text to 9-1-1
TDD/TTY/TRS
Telematics
Computerized Mapping/GIS
Logging Recorders
CAD Systems
Mobile Data Systems, AVL, Paging, Alarms, etc.
Call Transfers, Alternate and Default Routing, etc.
Mass Notification
Security Breaches, Cybersecurity Threats

Radio Communication

Radio Communication Techniques (Rate of Speech, Common
Language, etc.)
Radio Technology (System Types, Coverage Area, Common
Malfunctions, etc.)
Procedures and Protocols
Radio Discipline
FCC Rules

Stress Management

Definition, Causation, Identification
Strategies for Dealing with Stress
Management of Critical Incident Stress

Call Processing

Call Receiving
Interviewing/Interrogation Techniques
Controlling the Call
Managing High-Risk Calls
Managing Specialty Calls
Call Categorization/Prioritization
Event Categorization
Homeland Security/Terrorism/WMD
Aircraft/Rail Incidents/Marine
Hazardous Materials Incidents
Missing/Exploited/Trafficked Persons
Fire Service Overview
Fire Service Call Processing
Fire Service Dispatching
EMS Overview
EMS Call Processing
EMS Call Dispatching
Structured Call-Taking Protocols and Standards
Overview
Law Enforcement Overview
Law Enforcement Call Processing
Law Enforcement Dispatching
Responder-Initiated Calls
Special-Needs Callers

Quality Assurance

QA/QC/QI
DOR/Skills Checklist/Performance Standards
Identify Trends from QA to Address in
Continuing Education/In-Service for QI

https://www.911.gov/pdf/Minimum_Training_Guidelines_for_911_Telecommunicator_2016.pdf

Stakeholder Groups Contribution

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	Shelley Ezekiel	Adam Brown
Donnie West	Charlsie Little	Adam Byrd	Dana Nation
David Morgan	Samantha Sanders	Vacant Seat	Michelle Peel

Stakeholder Groups Contribution

- June 28, 2022
- July 26, 2022
- August 31, 2022
- September 27, 2022

- Advisory Role to Board staff
- Administrative Rule Final Language Review
- Course Approval Checklist and Process
- Instructor Requirements
- Approved/Recommended CEU List
- Pathways to Certification
- Re-entry Path
- Data Collection Review

PST and ECD Surveys

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

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@agency.org	Sample County PSAP	07/01/2018	Public Safety Telecommunicator
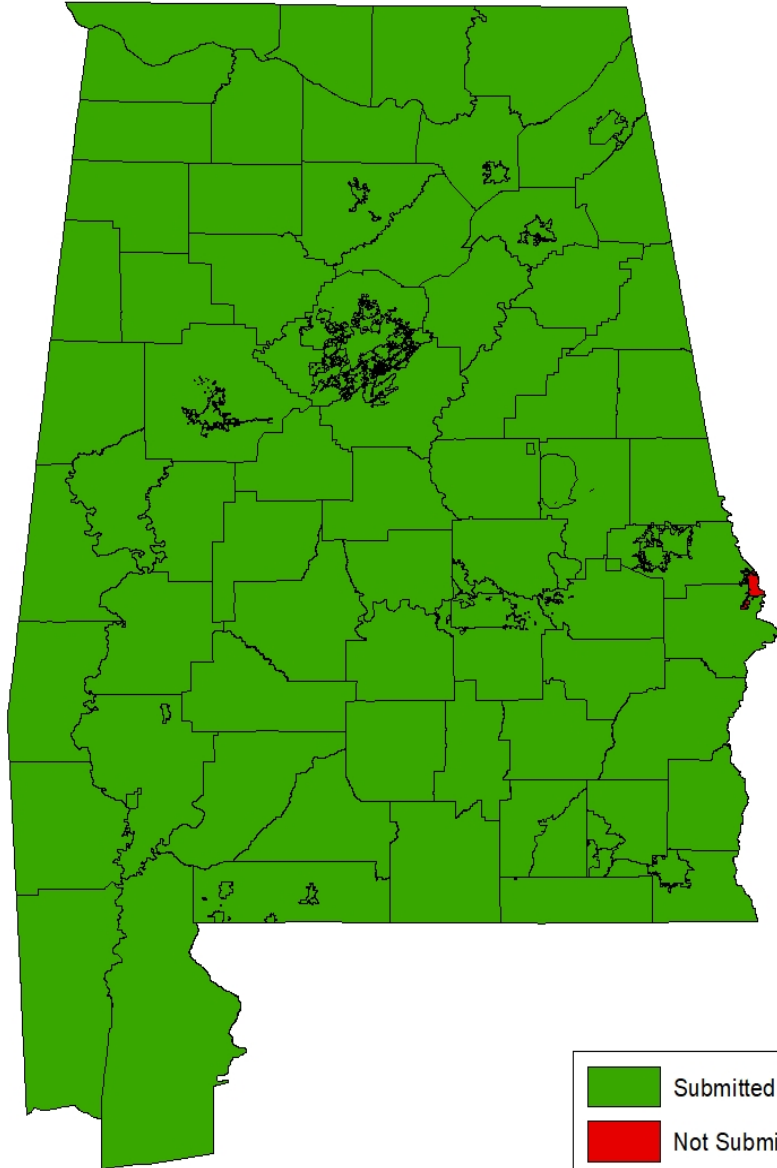
Data Collection

Data Collection

#	Category	Initial Count	9.26.22	10.6.22
1	Reciprocal	480	645	656
2	Current <40 or no recert/renewal requirement	158	143	145
3	Expired - prior to July 1	68	66	66
4	No certification/never certified	200	194	200
5	Needs additional documentation or clarification	609	466	478
	Total	**1515**	**1514**	**1545**

Pathways to Certification

Current Certification
- Reciprocity
  - ALPST

Current <40, Expired or No Certification
- Competency Exam
- Voluntary Coursework

Pathways to Certification

```
Current <40, Expired or No Certification
├── Competency Exam
│   ├── Pass
│   │   └── ALPST
│   └── Fail
│       └── Remedial Study/CEUs
│           └── 2ⁿᵈ Attempt Competency Exam
│               ├── Pass
│               │   └── ALPST
│               └── Fail
│                   └── No Certification
└── Voluntary Coursework
    └── Follow Program Requirements
```
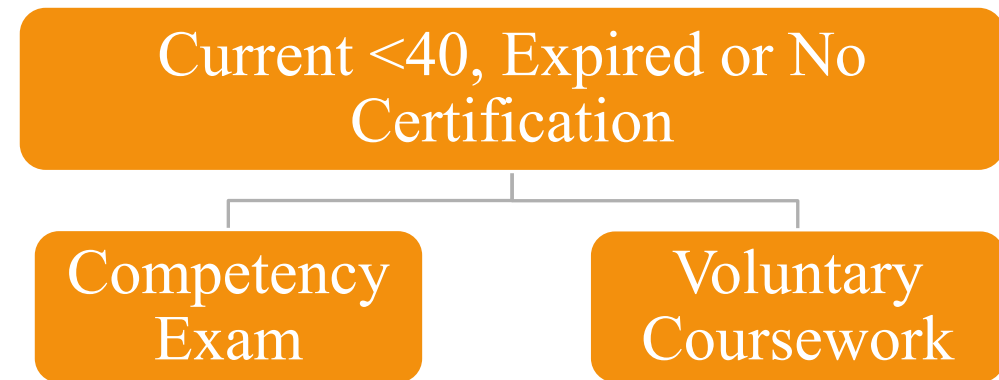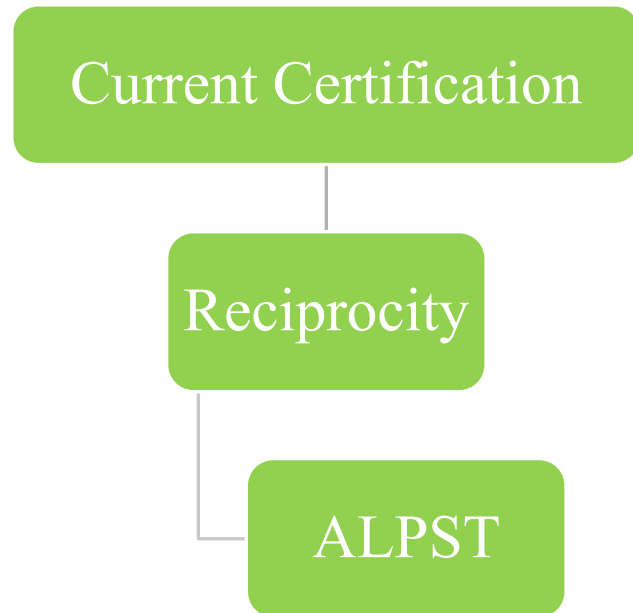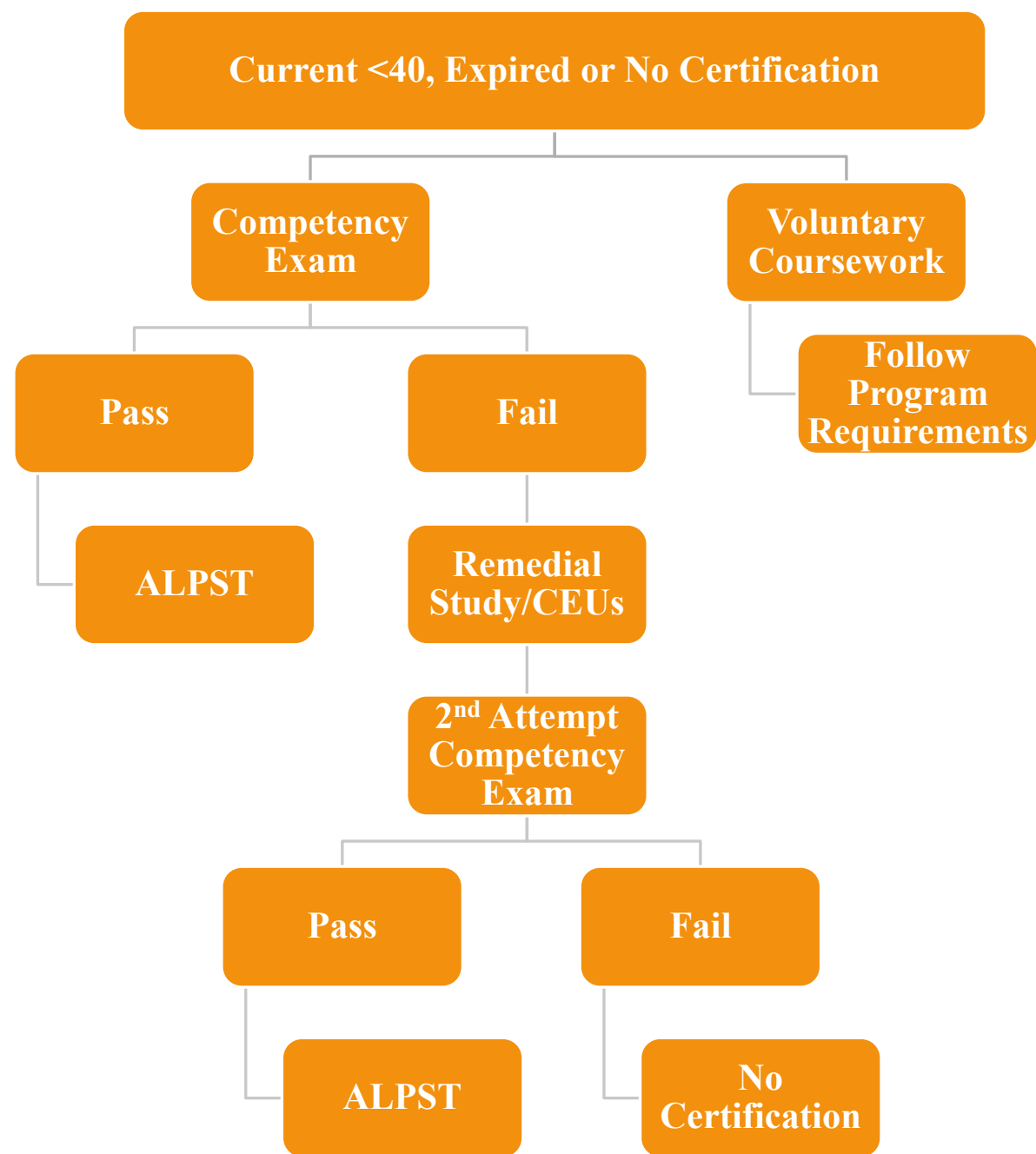
Ask us a question!

Virtual Academy

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

Enrollment is Easy!!
Contact the Office Today!

First Name	Middle Name	Last Name	Email	Role	Emp ID#	DOB	District	Admin Acct?	User Acct?
John	Q	Emergency	john@pst.com	Call Taker	1111	1/1/1980	Sample ECD		X

Alabama 9-1-1 Board

VIRTUAL ACADEMY.
ALABAMA 911 BOARD

Home   Profile   Message   Calendar   Help   Logout

Directory

Resources

Certifications

Courses

Active Courses 29

Course Catalog

Roll Call 67

Click on a course to start your training. To review a course, select Description

| Course Archive | See Upcoming Courses |

Search

All   Administrative   General Patrol   **Telecommunications**   New

Telecommunications Training

9-1-1 Cape Building	Advanced Harassment and Disc...	AMBER and Silver Alerts for Tel...
Tracy Ertl 1.0 Credit Hour	Vicki Hatfield 0.5 Credit Hour	Jennifer Schwendimann / Gus

9-1-1 CAPE

VIRTUAL ACADEMY.

AMBER & SILVER ALERTS

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

f

@alabama911board   Alabama 9-1-1 Board   @al911board   http://al911board.com

Virtual Academy

ALABAMA 911 BOARD

Certificate of Completion

Verifies

Leah Missildine

Is hereby certified as

Alabama Public Safety Telecommunicator

Issued

October 15, 2022 to be renewed by October 15, 2024.

@alabama911board   Alabama 9-1-1 Board   @al911board   http://al911board.com

Recertification Requirements

➢Twenty-four (24) hours of continuing education hours per each calendar year of certification for a total of forty-eight (48) hours during the certification period.

Reporting Personnel Changes

➢Reporting procedures (will be a link to form)

➢Reporting intervals

Course Approval Request

- ➢ Course Title
- ➢ Course Overview/Description
- ➢ Learning Objectives
- ➢ Course Outline
- ➢ Course Agenda
- ➢ Course Delivery Methods
- ➢ Policies
- ➢ Prerequisites
- ➢ Requirements
- ➢ Student Materials Needed
- ➢ Course Evaluation Methods

Course Approval Request

Course Title: Public Safety Telecommunicator

Course Overview/Description:
This course meets the requirements of a 40-hour Basic Telecommunicator or Public Safety Telecommunicator Course. This course is designed for individuals who will receive, process, handle, or provide information related to all requests for service in an emergency telecommunications environment. This course covers the recommended minimum number of training hours as well as the Minimum Core Competency Topics.

Learning Objectives:
- Describe the characteristics of a professional public safety telecommunicator
- Explain the importance of ethics and values to the public safety telecommunicator
- Define the roles and responsibilities of a public safety telecommunicator

Course Outline:

Course Agenda:
Day 1: Introductions, Course Review, Roles and Responsibilities, Legal Concepts
Day 2: Interpersonal Communications, Technology
Day 3:
Day 4:
Day 5:

Course Delivery Methods: Lecture, Discussion, and Scenario Based Training

---

Course Approval Request

Program Course Policy:
Policies held in place to define course admittance, student management, honor statements or agreements.

Course Prerequisites:
- High School Diploma or GED
- Current CPR Certifications

Course Requirements:
To successfully complete the course, the student must complete the required training hours and achieve a passing grade of at least 70% on the written exam.
Renewal or certification maintenance should be listed here, including CEU requirements and a clear explanation of the renewal process

Student Materials Needed:
Any other requirements should be listed here including required textbook, equipment or software or required access to any online platform

Course Evaluation Methods:
50 question multiple choice written exam

Questions?

Phone: 334.440.7911

Dana Nation
Program Coordinator
Email: dana@al911board.com

Leah Missildine
Executive Director
Email: leah@al911board.com

Adam Brown
Deputy Director
Email: adam@al911board.com