

Alabama Public Safety Telecommunicator **Certification Program Talk About it Tuesday January 24, 2023**

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Introduction & Contact Information

Office Phone: 334-440-7911

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Agenda

- Virtual Academy
- Program Progress Report
- Board Announcements



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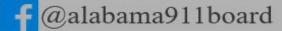
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	Alabama 9-1-1 Board	
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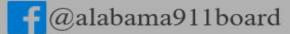
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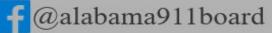


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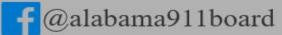
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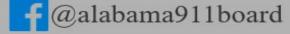


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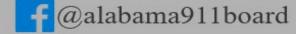
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	Brown, Adam	Deputy Director	AL911BRD4	010		1/23/2023	Ē	1/23/2023	Ē		
	Missildine, Leah	Executive Director	AL911BRD1	N/A		1/23/2023	Ē	1/23/2023	Ē		
	Nation, Dana	Program Coordinator	AL911BRD3	N/A		1/23/2023	ē	1/23/2023	Ē		
	Peel, Michelle	Program Coordinator	AL911BRD5	11		1/23/2023	ē	1/23/2023			
	Brooms, Anderson	GIS Program Manager	AL911BRD6	N/A		1/23/2023	Ē	1/23/2023			

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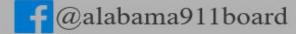
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In-Service Training-AED		2	01/23/2023		01/23/2023	}	



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Data Collection

#	Category	Initial Count	11.16.22	01.03.23	01.09.23	01.16.23	01.23.23
1	Reciprocal	480	656	758	807	824	832
2	Current <40 or no recert/renewal requirement	158	145	137	118	118	117
3	Expired - prior to July 1	68	66	71	67	57	57
4	No certification/never certified	200	209	189	187	187	184
5	Needs additional documentation or clarification	609	478	395	369	362	358
	Total	1515	1554	1550	1548	1548	1548



Next Steps for Existing Personnel

 If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the <u>Public Safety</u> <u>Telecommunicator (PST) Certification Survey</u> (<u>https://al911board.docuware.cloud/DocuWare/Forms/pstcertification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5</u>) by January 31, 2023.

OR

- 2. Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.
 - IAED ETC
 - NENA TCC
 - Another board-approved PST course

9

OR

2. Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)

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Virtual Academy Courses

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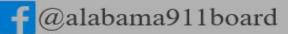
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Upcoming Courses

Dates	Training	Location	Organization	Status	
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	<u>More Info</u>
March 6-10, 2023	IAED Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Reg. Deadline 02.15.2023	<u>More Info</u>
Open for Pre- Registration	NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open for Pre- Registration	<u>More Info</u>





Updating/Reporting Personnel Changes

<u>Personnel Changes/Update Submission</u>

For personnel that need to update a previously submitted survey/certificate:

Public Safety Telecommunicator (PST) Certification Survey

(https://al911board.docuware.cloud/DocuWare/Forms/pst-certificationsurvey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5)

For personnel that perform PST duties that are no longer employed by the PSAP listed above, complete the following:

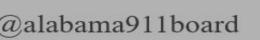
<u>PST Certification Employee Separation Form</u>

(https://al911board.docuware.cloud/DocuWare/Forms/pst-certificationemployee-separation-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5

For personnel that perform PST duties that have been hired since June 30, 2022, complete the following:

PST Certification New Employee Form

(https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-<u>new-employee-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5</u>)





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Alabama Public Safety Telecommunicator Certification Program

More In This Section



Resources

Contact us

During the 2022 Regular Legislative Session, HB414 was introduced. Part of this bill mandated that the Alabama 9-1-1 Board establish a certification program to train and certify public safety telecommunicators (PST) employed by primary Public Safety Answering Points (PSAPs). Following passage by the House and Senate, HB414 was signed into law by Governor Ivey on April 14, 2022 becoming Act 22-387. In the latter half of 2022, Board staff began implementation of its Certification Program. An administrative rule-making occurred and resulted in Rule 585-X-5, Public Safety Telecommunicator Certification Program becoming effective in mid-October 2022.

Also during this timeframe, Board staff worked to gather data from its 85 Emergency Communication Districts (ECDs) and the primary PSAPs within each of those ECDs. Through these efforts, nearly 1,600 PSTs have been identified as employed by primary PSAPs and in need of certification according to the Code of Alabama, 1975, as amended. The Alabama 9-1-1 Board Public Safety Telecommunicator Program officially launched on January 3, 2023.

Enrollment & Forms:

An initial requirement of the program is that every PST employed by a primary PSAP must be enrolled in Virtual Academy, the platform through which certifications will be issued and tracked, including CEUs and renewals. To enroll in Virtual Academy, a PST must contact the Admin user for the agency they are employed by or the office of the Alabama 9-1-1 Board at 334-440-7911

The following forms are associated with the program:

- PST Certification New Employee Form This will be filled out quarterly to notify the Board of any new telecommunicators you hired during the preceding quarter.
- <u>PST Certification Employee Separation Form</u> This will be filled out quarterly to notify the Board of any telecommunicators who left employment for any reason -- retirement, resignation, termination, etc.
- <u>PST Course Approval Form</u> If you utilize an in-house program or on-the-job training for your telecommunicators, submit it here for Board approval for certification. You can watch a webinar on filling out this form here.

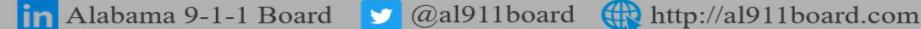
Webinars:

Webinars about the program are:

- Alabama PST Certification Program 2023.01.03
- PST Certification Update 2022.09.06
- PST Certification Status Check Edition 2022.07.19
- Certification Program Update 2022.06.28
- Certification Program Introduction 2022.05.31



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Enroll in Virtual Academy



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



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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		х

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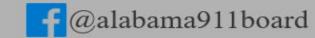
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Who still needs to enroll in Virtual Academy?

PSAP	Notes	Count
Albertville Police Department		0
Atmore Police Department		0
Brewton Police Department		0
East Brewton Police Department		0
Macon County		3
Midfield Police Department		0
Poarch Creek Indian Tribal Police Department		0



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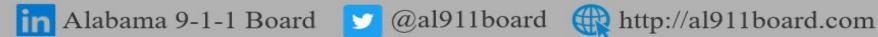
in Alabama 9-1-1 Board



Logging into Virtual Academy

TENNESSEE How can we help you?	Powered by VIRTUAL 🖞 ACADEMY.
Would you like to Image: Constraint of the second sec	Sign in Username Password
RIVER TALLARD	Login Forgot Password? Technical Support Not a Partner?
REAL FLORIDA	Click here to learn more. 844.381.2134

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January Talk About it Tuesday Series

January 3 – Implementing the Statewide Certification Program

January 10 – Certification Program Review & FAQs

January 17 – Reciprocal Course Completion Progress Report & FAQs

January 24 – Tracking Certifications in Virtual Academy

□ January 31 – Next steps for February and beyond





Board Announcements

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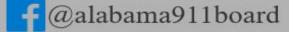
≻Legacy 911 Cost Reimbursement Program for FY2023

Access Form Here

➢ECD Annual Certification

- Due January 31, 2023
- Visit <u>https://www.al911board.com/professionals/ecd-annual-certification-form</u> to access the downloads and the form.



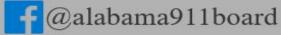


2023 User Conference

The second annual User Conference will be at Troy University Montgomery on April 25-27, 2023.







in Alabama 9-1-1 Board

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2023 User Conference

Please choose each session you would like to attend.

On Tuesday, you may choose one of the two sessions offered at 1:30 p.m. On Thursday, you may choose from Cyber Wargames or the New Directors program.

Tuesday, April 25, 2023

- 10 a.m. Noon Welcome Session
- 1:30 4:30 p.m. ALPST Certification Program, Website Review, & Board Programs
- 1:30 4:30 p.m. GIS
- 6 p.m. Ball Game

Wednesday, April 26, 2023

- 9 a.m. Noon INdigital
- Noon 1 p.m Lunch
- 1 3 p.m. INdigital, RapidSOS, & More
- 3 5 p.m. Legal Litigation and Liability

Thursday, April 27, 2023

- 9 a.m. 5 p.m. Cyber Wargames (lunch provided)
- 9 11:30 a.m. New Directors
- 11:30 a.m. 1 p.m. Lunch Provided
- . 4 p.m. *Repeat* ALPST Certification, Website Review, & Borad Programs *Repeat*

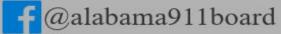
User Conference Information

Registration Form

Reservations at Staybridge Suites (\$129 - \$149/night plus taxes, reserve before March 24)



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Upcoming Training

Dates	Training	Location	Organization	Status	
Jan 26, 2023	Introduction to Cybersecurity for 9-1-1	Albertville, AL	Alabama 9-1-1 Board, INdigital, & OTMCyber	Open	More Info
Jan 27, 2023	INdigital Regional Training	Arab, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
Feb 01-Feb 28, 2023	Pre-Registration - NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open	<u>More Info</u>
Mar 06-Mar 10, 2023	Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Reg. Deadline 02/15/23	More Info
April 25-27, 2023	User Conference	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
May 10, 2023	INdigital Regional Training	Auburn, AL	Alabama 9-1-1 Board and INdigital	Open	More Info

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Board Staff Contact Information

(334) 440-7911

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Michelle Peel Program Coordinator for the Alabama 9-1-1 Board Email: michelle@al911board.com

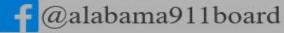
Dana Nation Program Coordinator for the Alabama 9-1-1 Board Email: dana@al911board.com

Anderson Brooms GIS Program Manager for the Alabama 9-1-1 Board Email: anderson@al911board.com

Nida Jackson Senior GIS Specialist for the Alabama 9-1-1 Board Email: nida@al911board.com



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