



# ALABAMA 911 BOARD

## Alabama Public Safety Telecommunicator Certification Program

Talk About it Tuesday  
January 31, 2023

# Introduction & Contact Information

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# Agenda

- February and Beyond
- Progress Report
- Board Announcements



# Data Collection

#	Category	Initial Count	11.16.22	01.03.23	01.09.23	01.16.23	01.23.23	01.30.23
1	Reciprocal	480	656	758	807	824	832	917
2	Current <40 or no recert/renewal requirement	158	145	137	118	118	117	114
3	Expired - prior to July 1	68	66	71	67	57	57	57
4	No certification/never certified	200	209	189	187	187	184	217
5	Needs additional documentation or clarification	609	478	395	369	362	358	360
	Total	<b>1515</b>	<b>1554</b>	<b>1550</b>	<b>1548</b>	<b>1548</b>	<b>1548</b>	<b>1665</b>



# ECD-specific February Update Coming Next Week! (email & postal mail)

February 6, 2023

Dear XXXXX ECD,

- Compliance Table
- Reciprocal Certifications
  - Reciprocity Module Completed
  - Reciprocity Module Outstanding
- Next Steps for Existing Personnel
  - Changes in past 30 days
  - Voluntary Coursework Enrollment
  - Competency Exam
- Personnel Changes
  - Separation Form
  - New Employee Form
- Reference Links
- Contact Info
- Closing



## Compliance Table

February 6, 2023

Dear XXXXX ECD,

According to the data collection and review we conducted **through January 31, 2023**, our records indicate that your PSAP(s) and ECD have reached the following percentage of compliance with Alabama Administrative Rule 585-X-5:

Primary PSAP	# of employees	# certified	Compliance Rate
Atown PD	9	3	33%
PSAP 2			
PSAP 3			
PSAP 4			
PSAP 5			
PSAP 6			
ECD	9	3	33%



# Reciprocal Certifications

The following PSTs, have been granted a reciprocal certification within Virtual Academy and should begin completing their mandatory CEUs immediately.

First Name	Last Name	PSAP Name	Hire Date	Enrollment in VA confirmed?	Assigned ALPST-1 in VA	Completed ALPST-1 in VA
John	Smith	Atown PD	5/16/2022	N	01/23/23	01/30/23
James	Shaw	Atown PD	9/13/2021	Y	01/16/23	01/20/23
Jason	Sanders	Atown PD	6/1/2021	Y	01/04/23	01/10/23

For the following PSTs, have been assigned their “ALPST-1 Reciprocity” module within Virtual Academy and need to log in to their Virtual Academy user account at <https://al.virtualacademy.com/login.aspx> and complete it **prior to February 10, 2023**. The user is notified of the enrollment via email.

First Name	Last Name	PSAP Name	Hire Date	Enrollment in VA confirmed?	Assigned ALPST-1 in VA	Completed ALPST-1 in VA
Mary	Brown	Atown PD	5/16/2022	N	01/23/23	
Maddie	Boss	Atown PD	9/13/2021	Y	01/16/23	
Marsha	Bright	Atown PD	6/1/2021	Y	01/04/23	



# Virtual Academy Courses

The screenshot displays the Alabama 9-1-1 Board Virtual Academy interface. The top navigation bar includes the Virtual Academy logo, the Alabama 9-1-1 Board logo, and links for Home, Profile, Message, Calendar, Help, and Logout. Below this, a grey header reads "Alabama 9-1-1 Board". The left sidebar contains links for Directory, Resources, Certifications, Courses (with a sub-link for Active Courses), Course Catalog, Roll Call, General Orders, and General Order Archive. The main content area features a search bar and buttons for "Course Archive" and "See Upcoming Courses". A green oval highlights a course card for "ALPST1" with "40.0 Credit Hours" and a "Description" link. The course card also features the Alabama 9-1-1 Board logo. At the bottom, a footer contains links for Home, Privacy Statement, Terms Of Use, and Contact Us, along with the text "Powered by VIRTUAL ACADEMY." and the Virtual Academy logo.

VIRTUAL ACADEMY.

ALABAMA 9-1-1 BOARD

Home Profile Message Calendar Help Logout

Alabama 9-1-1 Board

Directory

Resources

Certifications

Courses

Active Courses 1

Course Catalog

Roll Call

General Orders

General Order Archive

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

Course Archive See Upcoming Courses

Search

All

ALPST1

40.0 Credit Hours

ALABAMA 9-1-1 BOARD

Description

Home | Privacy Statement | Terms Of Use | Contact Us

Powered by VIRTUAL ACADEMY.

*Please complete by February 10, 2023.*



## Next Steps for Existing Personnel

1. If they have completed a certification in the past 30 days or most recent status is not captured in the February 2023 Compliance Letter, call our office and have us check what we have in our system. If you have not already, provide proof of certification by completing the [Public Safety Telecommunicator \(PST\) Certification Survey](https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5) (<https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5>) by February 24, 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

**OR**

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



# Upcoming Courses

Dates	Training	Location	Organization	Status	
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>
Feb 01-Feb 28, 2023	Pre-Registration - NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open for Pre-Registration	<a href="#">More Info</a>
Mar 06-Mar 10, 2023	Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open	<a href="#">More Info</a>
Apr 25-Apr 27, 2023	2023 User Conference	Montgomery, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>
May 10, 2023	INdigital Regional Training	Auburn, AL	Alabama 9-1-1 Board and INdigital	Open	<a href="#">More Info</a>



# Personnel Changes

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

**[PST Certification Employee Separation Form](https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-employee-separation-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5)**

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

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



## More In This Section

- [About](#)
- [Meetings](#)
- [Announcements](#)
- [Regulations](#)
- [FAQs](#)
- [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.
- [PST Certification Employee Separation Form](#) - This will be filled out quarterly to notify the Board of any telecommunicators who left employment for any reason -- retirement, resignation, termination, etc.
- [PST Course Approval Form](#) - 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:

- [Tracking Certifications in Virtual Academy - 2023.01.24](#)
- [ALPST Certification Update - 2023.01.17](#)
- [ALPST Certification Update - 2023.01.10](#)
- [Alabama PST Certification Program - 2023.01.03](#)
- [PST Certification Update - 2022.09.06](#)
- [PST Certification Status Check Edition - 2022.07.19](#)



# Enroll in 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	<a href="mailto:john@pst.com">john@pst.com</a>	Call Taker	1111	1/1/1980	Sample ECD		X



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>

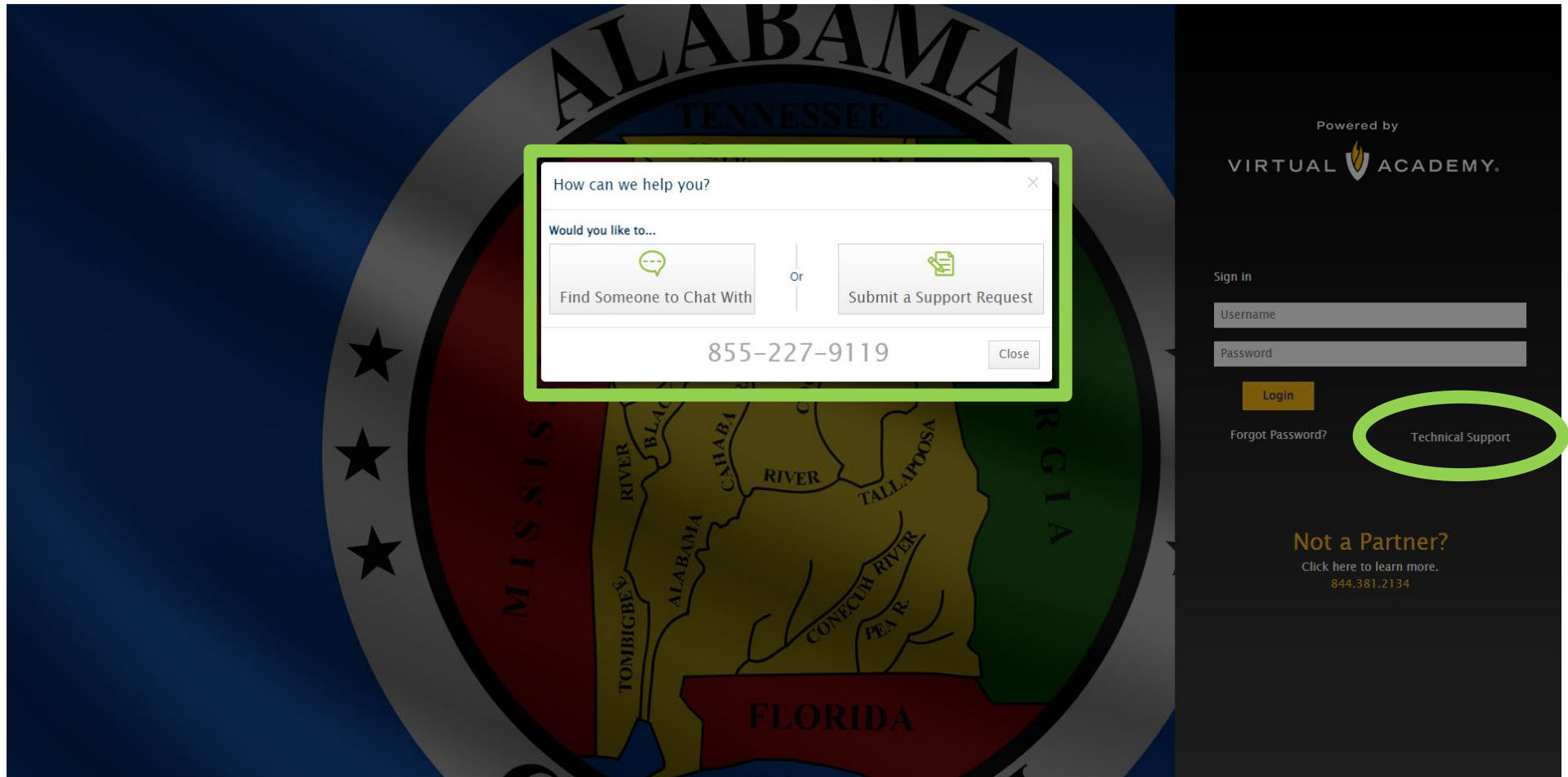


# Who still needs to enroll in Virtual Academy?

PSAP	Notes	Count
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



# Logging into Virtual Academy





# January Talk About it Tuesday Series

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- ✓ ☒ 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





# Announcements

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➤ Legacy 911 Cost Reimbursement Program for FY2023

- [Access Form Here](#) Due by the 10<sup>th</sup> of each month.

➤ ECD Annual Certification

- **Due Today - January 31, 2023**

- Visit <https://www.al911board.com/professionals/ecd-annual-certification-form> to access the downloads and the form.

➤ The 2023 ALNENA Gulf Coast Conference Committee has opened a Call For Papers link. More information and application are at the following link. <https://www.team911.com/page/ALNENA23CallforPapers>

- Submission Deadline: February 15, 2023 (5pm Central)

➤ The 2023 ALAPCO Scholarships & Awards are open!

- [Scholarship Application](#) Applications are due by July 31, 2023.
- [Awards Application](#) Nominations are due by May 1, 2023.



# 2023 User Conference

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

## 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
- ☐ 1 - 4 p.m. - \*Repeat\* - ALPST Certification, Website Review, & Board Programs \*Repeat\*

[User Conference Information](#)

[Registration Form](#)

[Reservations at Staybridge Suites](#)

(\$129 - \$149/night plus taxes, must reserve before March 24)



# Upcoming Training & Other Web Resources

Dates	Training	Location	Organization	Status
Feb 01-Feb 28, 2023	Pre-Registration - NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open <a href="#">More Info</a> Pre-registration ends today!
Mar 06-Mar 10, 2023	Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Reg. Deadline 02/15/23 <a href="#">More Info</a>
April 25-27, 2023	User Conference	Montgomery, AL	Alabama 9-1-1 Board	Open <a href="#">More Info</a>
May 10, 2023	INdigital Regional Training	Auburn, AL	Alabama 9-1-1 Board and INdigital	Open <a href="#">More Info</a>

Visit our Forms & Information Page

<https://www.al911board.com/professionals/regulations/ecd-information-and-forms>

# Board Staff Contact Information

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