ALABAMA 911 BOARD

ALPST-1 Certification Program
Voluntary Coursework
Talk About it Tuesday
March 7, 2023

Introduction & Contact Information

Office Phone: 334-440-7911

Leah Missildine
Executive Director for the Alabama 9-1-1 Board
Email: adam@al911board.com

Adam Brown
Deputy Director for the Alabama 9-1-1 Board
Email: adam@al911board.com

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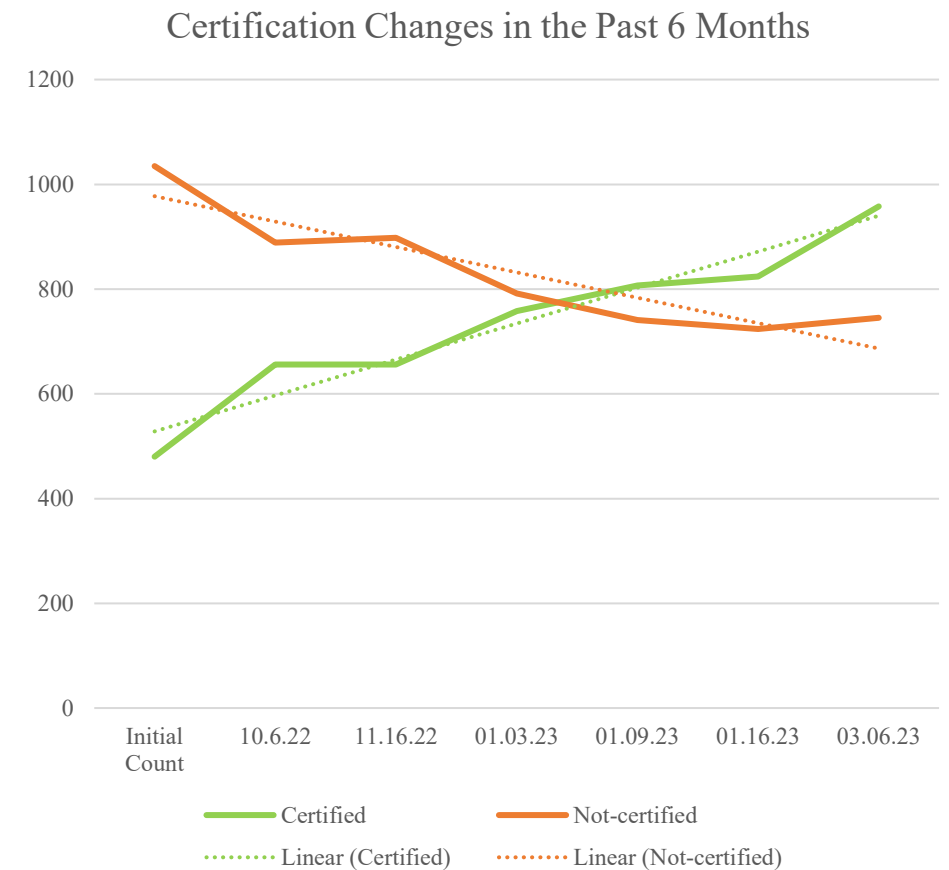Email: michelle@al911board.com

Agenda
March 7, 2023

➤ ALPST-1 Update

➤ TAIT Sign-on & Upcoming TAITs

➤ Cybersecurity Message

➤ DocuWare Cloud Communications

➤ User Conference

➤ ETC Courses Tentatively

Alabama Public Safety Telecommunicator Certification Program

#	Category	Initial Count	10.6.22	11.16.22	01.03.23	01.09.23	01.16.23	03.06.23
1	Reciprocal	480	656	656	758	807	824	958
2	Current (<40 or no recert/renewal requirement)	158	145	145	137	118	118	107
3	Expired (prior to July 1)	68	66	66	71	67	57	60
4	No certification/never certified	200	200	209	189	187	187	236
5	Needs additional documentation or clarification	609	478	478	395	369	362	342
	Total	**1515**	**1545**	**1554**	**1550**	**1548**	**1548**	**1703**

Certification Changes in the Past 6 Months

— Certified   — Not-certified   ···· Linear (Certified)   ···· Linear (Not-certified)

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

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

Voluntary Course Enrollment

Options:

VIRTUAL	IN-PERSON

➢ NENA Telecommunicator Core Competencies (TCC)
   o 40-hour course
   o Self-paced
   o Administered on Virtual Academy
➢ Smart Horizons HITS Basic TC
	➢ IAED Emergency Telecommunicator
	   o Instructed by Board Staff or other ECD Instructors
	➢ Other Approved PST1 Course
	   o APCO PST1
	   o PowerPhone PST

Reporting Personnel Changes

Enrollment & Forms:

An initial requirement of the program is that every PST employed by a primary PSAP must be enrolled in <u>Virtual Academy</u>, 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 Update Form** - This will be filled out quarterly to notify the Board of any telecommunicators who have changed positions or left employment and no longer answers 911 calls. These reasons include -- retirement, promotion, 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 <u>here</u>.

Competency Exam Information

➤This ALPST-1 Competency Exam is intended for existing personnel, without a current basic telecommunicator certification, who were working as a Public Safety Telecommunicator (PST) on or before June 30, 2022.

➤The Intent to Test Form should be submitted by the training officer, supervisor, director or designated person who will be proctoring the exam.

➤One Intent to Test Form per testing date can be submitted for multiple PSTs

- Can be coordinated with neighboring agencies
- One proctor per 12 PSTs testing at any one time
- Submitter will receive an email with a copy of the form submitted to help track personnel and dates

Intent to Test form

Intent to Test Form & Process

ALPST-1 Competency Exam assignments in Virtual Academy will be made weekly, on Thursdays.

Test Dates	Intent to Test Form must be submitted by 2:00 pm	Virtual Academy Assignment Date
March 3-March 9	March 2	March 2
March 10-March 16	March 9	March 9
March 17-March 23	March 16	March 16
March 24-March 30	March 23	March 23
March 31-April 6	March 30	March 30
April 7-April 13	April 6	April 6
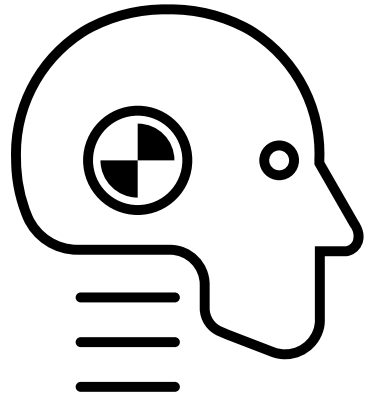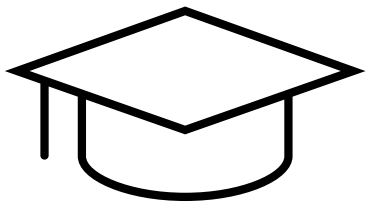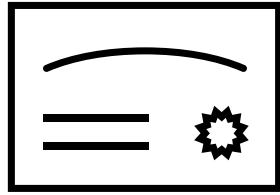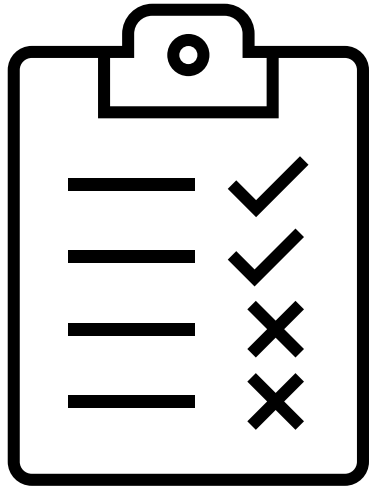
Competency Test (to date)

∅   24 assignments

∅   8 completed (and passed!)

∅   15 scheduled in the next 3 days

∅   1 scheduled in the next 10 days

Certification Program Continued Outreach

➢ Monthly compliance updates
- o March 2023

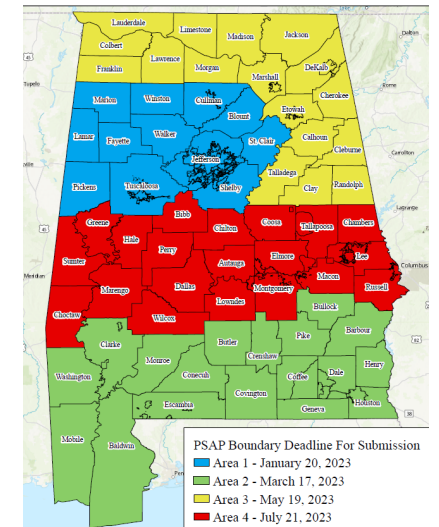➢ Quarterly reporting to begin April 2023

Upcoming TAIT Dates & Changes

➢March 14, 2023 – No TAIT

➢March 21, 2023 – RapidSOS

➢March 28, 2023 – OTM Cyber

➢April 4, 2023 --

➢April 11, 2023 --

➢April 18, 2023 – User Conference Discussion

Board Announcements

➢Whitelist email items from DocuWare [@docuware.cloud]

➢Visit our Forms & Information Page https://www.al911board.com/professionals/regulations/ecd-information-and-forms

➢Legacy 911 Cost Reimbursement Program for FY2023 – Open now! Submissions are due by the 10th of each month. Access the Form Here

➢Submit any ECD contact information changes using the Contact Information Update form. Access the Form Here

➢NG9-1-1 GIS Project-Area 2 PSAP Boundary Submission Deadline is March 17, 2023. This boundary will be used within ANGEN to implement statewide geo-routing of wireless calls by the end of 2023. Please contact Anderson with any questions or for assistance.

PSAP Boundary Deadline For Submission
- Area 1 - January 20, 2023
- Area 2 - March 17, 2023
- Area 3 - May 19, 2023
- Area 4 - July 21, 2023

Upcoming Training

Dates	Training	Location	Organization	Status	
Mar 28-30, 2023	Alabama EMD Phase 2 Practitioner Course	Pell City, AL	St. Clair County and Alabama 9-1-1 Board	Open	More Info
April 3-7, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Pending	
Apr 25-27, 2023	2023 User Conference (Registration Deadline 04/10/23)	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

Planned IAED ETC Courses

Dates	Training	Location	Organization
May 22-26, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
July 10-14, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
August 28-September 1, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
October 2-6, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
December 4-8, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board

Board Staff Contact Information

(334) 440-7911

Leah Missildine
Executive Director for the Alabama 9-1-1 Board
Email: leah@al911board.com

Adam Brown
Deputy Director for the Alabama 9-1-1 Board
Email: adam@al911board.com

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