



Candidate

APCO ANS 3.103.1-200x: Minimum Training Standards for Public Safety Telecommunicators

Draft for Public Review & Comment (3) **only sections 7.4, 8.2.3, 9.2.3, & 10.2.3**

To submit comments regarding **only sections 7.4, 8.2.3, 9.2.3, & 10.2.3** by September 26, 2010 e-mail standards@apcointl.org or go to: www.apcostandards.org

Note: When submitting comment(s), include comment, suggested resolution and reference the page and line number(s) related to the comment(s). If you have any questions and/or need any further information, contact standards@apcointl.org or (386) 322-2500.

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A Letter from the APCO International Call Center Standards Committee Chair*

On behalf of public safety communications professionals across the nation, the Call Center Standards Committee has diligently worked to revise the comprehensive Minimum Training Standards for Public Safety Telecommunicators, also referred to in the past as “Project 33” or “P33.” The focus of this standard is to provide the training necessary for front-line communications professionals to be competent in the delivery of public safety communications services.

Numerous subject matter experts volunteered many hours to update this training standard. Twelve Occupational Analysis (OA) Workshops were conducted regionally, throughout the nation. One initial Occupational Analysis (OA) panel for each position: Calltaker, Law Enforcement Dispatcher, Fire Services Dispatcher, and Emergency Medical Services (EMS) Dispatcher and three validation panels for each of these positions. Each panel consisted of four to twelve high-performing incumbent workers who perform the duties of the position for which they were analyzing. It is important to recognize the time and effort APCO members have dedicated to updating this important project throughout the past year.

The Call Center Standards Committee, made up of a group of working public safety communication professionals from various size agencies and backgrounds, reviewed and compiled the validated occupational analysis data for the Minimum Training Standards for Public Safety Telecommunicators. The approach used in this latest revision will allow the most up-to-date information to be incorporated into the new version of the standard.

Responding to the valid needs of our members while dealing with the rapidly expanding and ever-changing service environment, the Call Center Standards Committee along with the Occupational Analysis Sub-Committee worked over the past several months to refine the tasks and subtasks relative to Telecommunicators. Once the tasks were complete, the Committee met for a work session to draft the new version of the standard. This final draft is the result of comments received from the second public review and comment period ending July 26, 2010. The Committee also thanks the APCO Executive Council and Members who assisted in disseminating the initial drafts of this candidate standard. This collaboration of industry experts can only increase the high degree of professionalism we all seek within our agencies and throughout our profession.

**Sincerely,
Matt Stillwell, RPL
APCO International Call Center Standards Committee Chair**

Acknowledgements*

Special recognition to the numerous facilitators, panelists and hosting agencies listed on page 22 that provided the pertinent research needed to successfully update this candidate standard. At the time this version was reviewed, the Call Center Standards Committee (CCSC) and its Project 33 Revision Sub-Committee included the following membership:

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2 Chapter 1: Introduction

4 1.1 Scope

5 This APCO standard identifies the minimum training requirements for both new
6 and veteran Public Safety Telecommunicators. This position is typically tasked
7 with receiving, processing, transmitting, and conveying public safety information
8 to dispatchers, law enforcement officers, fire fighters, emergency medical and
9 emergency management personnel. This document seeks to define training in
10 certain knowledge and skills for the Agency to provide to Telecommunicators.

12 1.2 Purpose

13 To identify minimum training requirements of all personnel assigned to any
14 public safety communication function; this APCO standard recognizes the need to
15 supplement these core competencies with Agency-specific information. This
16 standard should be viewed as independent and stand-alone from standards
17 addressed elsewhere. Supervisors should be cognizant of other APCO standards
18 and other relevant standards such as The National Fire Protection Association's
19 (NFPA) standards, The Commission on Accreditation for Law Enforcement
20 Agencies (CALEA) standards, etc.

22 1.3 Definitions

23 Definitions of terms used throughout this document.

25 1.3.1 **Affective Domain:** This is the learning domain that deals with a person
26 and how they act and feel. Emotions, feelings, and different behaviors,
27 such as a person's attitude, are characteristics of this domain¹.

29 1.3.2 **Agency:** The hiring authority or also referred to as the Authority Having
30 Jurisdiction (AHJ). The Agency or body that defines the roles,
31 responsibilities, policies and procedures, and performance standards that
32 direct the activity of the Public Safety Telecommunicator. In multi-
33 discipline centers, the Agency governs the operation providing call
34 taking/dispatch and related services to customer agencies; in single
35 discipline centers, a single Agency may direct these services for one or
36 more departments within a service area. Both have the duty to define
37 training appropriateness, content, format, and continuing education
38 requirements.

40 1.3.3 **The Americans With Disabilities Act (ADA):** A Federal law that
41 requires all Public Safety Answering Points (PSAPs) to provide direct and
42 equal access to emergency telephone services to individuals with
43 disabilities who use teletypewriters (TTYs) and other communication
44 devices or services.

¹ Taxonomy of Education and Objectives, Benjamin Bloom

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- 1.3.4 **Core Competency:** The unique traits, requisite knowledge, comprehension and application of skills, and situational analysis leading to the appropriate response to the caller, co-worker, other public safety stakeholders² or event(s) consistent with general practices and locally defined parameters.
- 1.3.5 **Calls for Service or Request for Service:** A call that results in the provision of a public safety service or response.
- 1.3.6 **Calltaker:** A Telecommunicator who processes incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.
- 1.3.7 **Cognitive Domain:** This is a learning domain that involves knowledge and the development of intellectual skills. This includes the recall or recognition of specific facts, procedural patterns, and concepts that serve in the development of intellectual abilities and skills. There are six major categories: knowledge, comprehension, application, analysis, synthesis, and evaluation.³
- 1.3.8 **Emergency Medical Services Dispatcher (EMSD):** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to calls for emergency medical services, in accordance with local, state, and national standards.
- 1.3.9 **Fire Service Dispatcher:** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for fire services, in accordance with local, state, and national standards.
- 1.3.10 **Knowledge:** Fundamental understanding one must have in order to perform a specific task.
- 1.3.11 **Law Enforcement Dispatcher:** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for law enforcement services, in accordance with local, state, and national standards.

² May include, but is not limited to: law enforcement officers, fire fighters, emergency medical technicians, paramedics, emergency management personnel.

³ Taxonomy of Education and Objectives, Benjamin Bloom

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- 1.3.12 **National Incident Management System/Incident Command System (NIMS/ICS):** An organized method to define roles, responsibilities, and standard operating procedures used to unify multiple disciplines in order to manage emergency operations under one functional organization.⁴
- 1.3.13 **Psychomotor Domain:** This is a learning domain that pertains to the physical realm, manual skills, actions and physical skills.⁵
- 1.3.14 **Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services via telephone and other communication devices. Emergency calls are first answered, assessed, classified and prioritized. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.
- 1.3.15 **Public Safety Communications Center:** A public safety entity (which may include a PSAP or be referred to as an Emergency Communications Center or communications center) where emergency calls for service or 9-1-1 phone calls culminate, and/or where calls for service are dispatched to public safety service providers.
- 1.3.16 **Public Safety Communications First-Level Supervisor (Supervisor):** The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency’s mission, standards, and goals.
- 1.3.17 **Public Safety Telecommunicator (Telecommunicator):** The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical and other public safety services via telephone, radio, and other communication devices.
- 1.3.18 **Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.⁶
- 1.3.19 **Quality Assurance and Improvement Program** – an on-going program providing at a minimum, the random case review evaluating emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.

⁴ Homeland Security Presidential Directive (HSPD)- 5

⁵ Taxonomy of Education and Objectives, Benjamin Bloom

⁶ Institute for Telecommunications Services, the research and engineering branch of National Telecommunications and Information Administration a part of the US Dept of Commerce.

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131 1.3.20 **Quality Assurance Process:** A formal assessment process by which
132 actual performance, behavior and outcomes are compared against
133 established standards to ensure compliance, consistency, and accuracy in
134 the delivery of quality service.
135
136 1.3.21 **Quality Improvement Process:** Actions taken to improve or correct areas
137 of concern.
138
139 1.3.22 **Shall:** Within the context of this standard, “shall” indicates a mandatory
140 requirement.
141
142 1.3.23 **Should:** Within the context of this standard, “should” indicates a
143 recommendation.
144
145 1.3.24 **System:** An integrated set of elements that are combined in an operational
146 or support environment to accomplish a defined objective. These
147 elements may include people, hardware, software, firmware, information,
148 procedures, facilities, services, and environment.
149
150 1.3.25 **Trainee:** A Telecommunicator being trained in any one of the disciplines
151 covered by this document.
152
153 1.3.26 **Written Directives:** A set of agency specific policies, procedures, rules,
154 regulations and guidelines.

155 156 157 **Chapter 2 Agency Responsibilities**

158 159 **2.1 Scope**

160 While the majority of this document addresses the training of Telecommunicator
161 trainees, this chapter outlines the agency’s responsibilities for providing training
162 to both new and veteran Telecommunicators in accordance with this standard.
163

164 **2.2 General Agency Responsibilities**

165 2.2.1 The Agency shall establish no less than these minimum training
166 requirements while complying with all local, state, and federal laws.⁷
167

168 2.2.2 The Agency shall define the baseline literacy requirements in addition to
169 requisite cognitive, affective, and psychomotor skills to achieve
170 compliance with this standard.
171

⁷ To include, but not limited to: the ADA, Fair Labor Standards Act, and Equal Employment Opportunity laws.

- 172 2.2.3 The Agency shall provide the Telecommunicator with information, in
173 both verbal and written formats, during an initial orientation to include,
174 but not limited to:
- 175 2.2.3.1 Break areas,
 - 176 2.2.3.2 Building layout,
 - 177 2.2.3.3 Emergency evacuation routes and plans,
 - 178 2.2.3.4 Location of first-aid supplies including Automated External
179 Defibrillator (AED) if available,
 - 180 2.2.3.5 Location of facilities,
 - 181 2.2.3.6 Time keeping procedures, and
 - 182 2.2.3.7 Work hours.
- 183
- 184 2.2.4 The Agency shall provide the Telecommunicator with information
185 regarding response agency resources⁸, including location of public safety
186 service buildings⁹, apparatus and equipment, and emergency planning
187 documents.
188
- 189 2.2.5 The Agency shall provide a detailed overview to the Telecommunicator
190 outlining disaster plans and recovery processes to ensure the continuity of
191 operations.
192
- 193 2.2.6 The Agency shall provide the Telecommunicator with expectations
194 regarding customer service, personal conduct and behavior, courtroom
195 demeanor, and ethical rules. If they exist, the Agency shall provide
196 Telecommunicators with a written copy of the Agency's adopted
197 principles (for example, mission statement, core values, vision statement,
198 etc).
199
- 200 2.2.7 The Agency shall provide the Telecommunicator with information
201 regarding access to and participation in such programs as:
- 202 2.2.7.1 Critical Incident Stress Management (CISM),
 - 203 2.2.7.2 Employee Assistance Program (EAP),
 - 204 2.2.7.3 Health and Wellness Programs,
 - 205 2.2.7.4 Stress management, and
 - 206 2.2.7.5 Safety/Risk Management Programs.
- 207
- 208
- 209 2.2.8 The Agency shall provide the Telecommunicator with appropriate state
210 safety regulations and, if applicable, rules of the Occupational Safety and
211 Health Administration (OSHA).

⁸ SWAT, K9, Dive, Search and Rescue, HAZMAT and other specialized responses.

⁹ Refers to fire stations, precincts, landing zones, and/or hospitals.

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- 2.2.9 The Agency shall provide the opportunity for the Telecommunicator to obtain and attend necessary training in order to receive and maintain required certifications or licenses.
 - 2.2.9.1 The Agency shall identify misconduct of the Telecommunicator that could result in disciplinary actions, including the loss of certification, licenses or employment.
- 2.2.10 The Agency shall provide the Telecommunicator with an overview of its quality assurance and/or quality improvement process(es) used to recognize excellence, identify areas needing improvement, and ensure performance measures are met.
- 2.2.11 The Agency shall have an established performance appraisal process by which the job performance is regularly reviewed and evaluated.
 - 2.2.11.1 The Agency shall provide an environment where the Telecommunicator is encouraged to participate regularly in performance reviews.
 - 2.2.11.2 The Agency shall provide a mechanism during the performance review wherein the Telecommunicator can identify goals and objectives to be accomplished in the course of employment.
 - 2.2.12 The Agency shall provide Telecommunicators with written information regarding disciplinary and grievance processes and policies.
 - 2.2.12.1 The Agency shall ensure a fair and consistent application of the disciplinary processes associated with performance.
 - 2.2.12.2 The Agency shall ensure performance objectives are met by the Telecommunicator-to prevent negligent retention.
 - 2.2.12.3 The Agency shall document and address unacceptable performance with the Telecommunicator in a timely manner.
 - 2.2.13 The Agency shall provide a comprehensive overview and instruction to the Telecommunicator in the use of appropriate tools, equipment, resources and technology Telecommunicators may be expected to operate within the communications center. This includes available technologies to facilitate radio communications interoperability.

2.3 Training Program Administration

- 2.3.1 The Agency shall plan for and provide a detailed training curriculum to meet agency needs as well as local, state, and federal requirements.

- 256 2.3.1.1 The Agency shall provide a written description of the training
257 program, benchmarks, timelines, and available learning support tools
258 and methods.
259
- 260 2.3.1.2 The Agency shall establish detailed and defined performance
261 expectations, providing an explanation and ensuring a clear
262 understanding of those expectations.
263
- 264 2.3.2 The Agency shall monitor the performance of all Telecommunicators, to
265 ensure that daily efforts are consistent with the acceptable standards of
266 call handling and dispatching responsibilities.
267
- 268 2.3.3 The Agency shall use a standard set of written guidelines that clearly
269 identify and explain specific performance expectations to evaluate the
270 Telecommunicator's performance.
271
- 272 2.3.4 The Agency shall ensure performance objectives are met by the
273 Telecommunicator to prevent negligent retention, while documenting and
274 addressing unacceptable performance with the Telecommunicator in a
275 timely manner.
276
- 277 2.3.5 The Agency shall maintain a complete training record for all
278 Telecommunicators according to applicable retention guidelines.
279
- 280 2.3.6 The Agency shall provide the Telecommunicator with information on how
281 and to whom they may address training issues and concerns.
282
- 283 2.3.7 The Agency shall require and ensure no less than twenty-four hours of
284 continuing education or recurrent training for each Telecommunicator
285 annually.¹⁰
286
- 287 **2.3.8** The Agency shall encourage and support, to the extent possible, personal
288 development and growth of the Telecommunicator through the
289 identification and provision of networking opportunities both within the
290 public safety community and within the community for which they
291 provide service.
292
- 293 **2.3.9** The Agency should, when possible, subscribe to professional publications
294 and make those publications available to its Telecommunicators.
295
- 296 **2.3.9.1** The Agency shall make readily available professional publications
297 that identify regulations, recommendations, or mandates within the
298 public safety communications industry (i.e. National Emergency
299 Response Plan, OSHA, APCO Standards, Public Safety
300 Communications, etc.).
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¹⁰ This twenty-four hour requirement is inclusive of CALEA and other local, state, or federal requirements.

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2.4 Compliance with Written Directives

2.4.1 The Agency shall ensure all policies and guidelines are updated promptly and that the most current operating and administrative policies are readily available to the Telecommunicator at all times.

2.4.2 The Agency shall ensure policies and guidelines are readily available to the Telecommunicator for reference and are reviewed as necessary.

Chapter 3 Organizational Integrity

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3.1 Scope

This chapter discusses the issues related to organizational integrity. Topics include the mission and values of the profession in general and the Agency specifically, as well as the scope of the Telecommunicator's authority, confidentiality, and liability.

3.2 The Telecommunicator shall identify values that relate to their role as a Telecommunicator and their Agency's specific mission and values.

3.3 The Telecommunicator shall be able to articulate the Agency's expectations of professional conduct.

3.4 The Telecommunicator shall demonstrate a comprehension of duties and essential functions of the position.

3.5 The Telecommunicator shall demonstrate a comprehension of their scope of authority within the position.

3.6 The Telecommunicator shall demonstrate proper application of the Agency's written directives.

3.7 The Telecommunicator shall demonstrate an understanding of the Agency's Chain of Command.

3.8 The Telecommunicator shall adhere to applicable local, state, or federal statutes or codes as appropriate.

3.9 The Telecommunicator shall demonstrate the ability to comply with governmental or industry professional requirements.¹¹

3.10 The Telecommunicator shall demonstrate comprehension and application of the Agency's confidentiality policies and rules regarding the discussion or release of

¹¹ Applies to information regarding states' certifications, standards, etc

337 information acquired in the workplace to the public, the media, or others. Such
338 information should include, but is not limited to:

- 339 3.10.1 Data systems accessible through local, state, or federal
340 networks,¹²
- 341 3.10.2 Information contained in calls for service,¹³
- 342 3.10.3 Information gained through the 9-1-1 or E9-1-1 system,
343 and/or
- 344 3.10.4 Records management systems.

345
346 3.11 The Telecommunicator shall demonstrate comprehension of general liability
347 concepts and terms as well as a comprehension of specific liability issues
348 associated with the position including the most notable areas of litigation in public
349 safety communications.
350

351 **Chapter 4 General Knowledge and Skills**

352 4.1 **Scope**

353 This chapter provides an overview of the general knowledge and skills that are
354 common among high-performing incumbent Telecommunicators.

355 4.2 **General Knowledge for The Telecommunicator**

356 The following general areas of knowledge have been identified for the
357 Telecommunicator regardless of their area of public safety expertise. The Agency
358 shall require the Telecommunicator demonstrate proficiency in at least the
359 following areas:
360

- 361 4.2.1 Comprehension of jurisdictional boundaries and geography,
- 362 4.2.2 Proper application of Agency terminology,
- 363 4.2.3 An awareness of and respect for diverse populations within the Agency's
364 service area,
- 365 4.2.4 The ability to identify and properly utilize Agency resources, and
- 366 4.2.5 Comprehension of their role in:
 - 367 4.2.5.1 Incident Command Systems (ICS),
 - 368 4.2.5.2 National Incident Management Systems (NIMS), including, but
369 not limited to required training, Tactical Interoperable Communication
370 Plan (TICP), and
 - 371 4.2.5.3 State or local emergency operations plans.

373 4.3 **General Skills of Telecommunicators**

374 High-performing incumbent Telecommunicators have been identified as
375 demonstrating the ability to:

- 376 4.3.1 Multi-task,

¹²NCIC, NLETS, criminal justice information systems, etc.

¹³Medical (HIPAA), juvenile and other calls of a sensitive nature.

- 377 4.3.2 Think critically,
- 378 4.3.3 Provide effective customer service,
- 379 4.3.4
- 380 4.3.5 Make quick workable decisions,
- 381 4.3.6 Solve problems,
- 382 4.3.7 Work effectively with others, and
- 383 4.3.8 Accurately communicate effectively both verbally and in writing.
- 384
- 385 4.3.9 The Telecommunicator shall demonstrate the application of effective
- 386 interpersonal communication skills, which includes:
- 387 4.3.9.1 Active listening,
- 388 4.3.9.2 Clear enunciation,
- 389 4.3.9.3 The ability to be concise in verbal and written communications,
- 390 4.3.9.4 Appropriate use of Agency terminology, codes, and signals,
- 391 4.3.9.5 An understanding of plain speech/language techniques,
- 392 4.3.9.6 The use of the Agency approved phonetic alphabet,
- 393 4.3.9.7 The use of generally accepted customer service skills, and
- 394 4.3.9.8 The ability to communicate on a professional level with internal
- 395 and external customers.
- 396
- 397

398 **Chapter 5 Tools, Equipment, and Technology**

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- 400 **5.1 Scope**
- 401 This chapter addresses the need for all Telecommunicators (both new and veteran
- 402 workers) to demonstrate proficiency on all appropriate tools, equipment, and
- 403 technology they may be expected to operate within the public safety
- 404 communications center.
- 405
- 406 **5.2** The Telecommunicator shall demonstrate the ability to create, access, and update
- 407 incident data in accordance with Agency directives.
- 408
- 409 **5.3** The Telecommunicator shall demonstrate the ability to utilize existing
- 410 communication tools, and/or available technologies to meet operational needs in
- 411 both normal and back-up modes (i.e., radio intra/interoperability, telephone and/or
- 412 electronic relay system patches, local and state resources/networks, mapping and
- 413 wireless communications, etc.) in accordance with agency policy and procedures,
- 414 local, state and, federal laws.
- 415 **5.3.1** The Telecommunicator shall demonstrate the ability to operate Agency
- 416 radio systems.
- 417
- 418 **5.3.2** The Telecommunicator shall demonstrate the ability to operate Agency
- 419 computer systems.
- 420
- 421 **5.3.3** The Telecommunicator shall demonstrate the ability to operate Agency
- 422 records management systems.

- 423
424 5.3.4 The Telecommunicator shall demonstrate the ability to operate Agency
425 telephone systems (including TTY/TDD).
426
427 5.4 The Telecommunicator shall demonstrate the ability to maintain Agency
428 equipment functionality within established parameters.
429
430 5.5 The Telecommunicator shall demonstrate the ability to activate emergency alert
431 systems according to agency parameters.
432
433

434 **Chapter 6 Professional Competence**

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436 6.1 **Scope**

437 This chapter identifies those components within Public Safety Communications
438 that are critical for enhancing the professional competence of all
439 Telecommunicators (both new and veteran workers). Some of these components
440 have been outlined within this document while others have been identified as
441 being necessary for developing, maintaining, and enhancing the knowledge and
442 skills of Telecommunicators. While the Agency has some responsibility for
443 supporting and facilitating the development of the Telecommunicator's
444 professional competence, this chapter places primary accountability on the
445 Telecommunicator.
446

447 6.2 **General**

- 448 6.2.1 The Telecommunicator is responsible for their own learning in the course
449 of training.
450
451 6.2.2 The Telecommunicator is responsible for asking clarifying questions to
452 ensure a thorough knowledge and understanding of the curriculum.
453
454 6.2.3 The Telecommunicator is responsible for providing honest and specific
455 feedback to trainers regarding learning style preferences or issues that
456 impact their learning.
457
458 6.2.4 The Telecommunicator is responsible for providing input to improve or
459 enhance the curriculum in an effort to ensure current information is taught.
460
461 6.2.5 The Telecommunicator is responsible for always presenting themselves in
462 a professional manner, being on time, being prepared and ready to learn
463 and actively participate in their own learning.
464
465 6.2.6 The Telecommunicator shall be prepared to meet requirements of the
466 learning environment or facility.
467

- 468 6.3 The Telecommunicator shall demonstrate the ability to meet and/or exceed
469 performance standards set by the Agency.
470
- 471 6.3.1 The Telecommunicator shall demonstrate job proficiency in assigned job
472 tasks.
473
- 474 6.3.2 The Telecommunicator shall comply with department, local, state, or
475 federal regulations.
476
- 477 6.3.3 The Telecommunicator shall actively seek and be receptive to feedback
478 and review of their performance, including during the agency's established
479 quality assurance or quality improvement process.
480
- 481 6.3.4 The Telecommunicator shall identify professional goals that can be
482 supported by the Agency.
483
- 484 6.3.5 The Telecommunicator shall take responsibility for their own professional
485 career development by actively seeking developmental opportunities to
486 enhance their job knowledge and skills.
487
- 488 6.3.6 The Telecommunicator shall demonstrate improvement of performance
489 deficiencies.
490
- 491 6.4 The Telecommunicator shall demonstrate the ability to operate within all written
492 directives and plans established by the Agency.
493
- 494 6.4.1 The Telecommunicator shall remain current and informed of all policies,
495 guidelines, and plans.
496
- 497 6.4.2 The Telecommunicator shall demonstrate the appropriate application of
498 policies, guidelines, or plans.
499
- 500 6.4.3 The Telecommunicator shall recommend updates to policies, guidelines,
501 and plans when appropriate.
502
- 503 6.5 The Telecommunicator should demonstrate the ability to utilize networking
504 opportunities when appropriate.
505
- 506 6.5.1 The Telecommunicator should take advantage of opportunities to network
507 both within the public safety community and within the community for
508 which they provide service.
509
- 510 6.5.2 The Telecommunicator should recognize networking opportunities
511 presented in concert with training, professional affiliations,
512 and community outreach.
513

514 6.6 The Telecommunicator should review professional publications in order to
515 enhance professional competence and remain up-to-date on developments within
516 the profession.

517

518 6.6.1 The Telecommunicator should read professional publications, when
519 possible, to remain up-to-date on current events affecting the public safety
520 communications industry.

521

522 6.6.2 The Telecommunicator should have an awareness of professional
523 publications that identify, regulate or mandate activities associated with
524 public safety emergency communications.

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527 **Chapter 7 Public Safety Calltaker**

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529 7.1 **Scope**

530 This chapter identifies the minimum training requirements for a
531 Telecommunicator who serves as a Public Safety Calltaker (within this chapter
532 referred to as Calltaker). The function of a calltaker is to process incoming calls
533 through the analyzing, prioritizing, and disseminating of information to aid in the
534 safety of the public and responders.

535 7.2 The Calltaker shall demonstrate the ability to answer calls within Agency
536 expectations.

537 7.2.1 The Calltaker shall demonstrate the ability to apply procedures to answer
538 calls within Agency parameters while projecting a professional demeanor.

539 7.2.2 The Calltaker shall demonstrate the ability to obtain, verify, and analyze
540 incident information to include, location, reporting party contact
541 information, nature, and severity of the incident while applying effective
542 communication skills to control the call.

543 7.2.3 The Calltaker shall demonstrate the ability to synthesize all available
544 information to identify conditions that may affect public and responder
545 safety.

546 7.2.4 The Calltaker shall demonstrate the ability to ascertain whether the caller
547 is in an unsafe location and then take appropriate protective actions in
548 compliance with agency directives.

549 7.3 The Calltaker shall demonstrate the ability to accurately document incident
550 information including, but not limited to incident urgency details, establish call
551 priority, and appropriately label call types.

552 7.4 The Calltaker shall demonstrate the ability to manage challenging calls and callers
553 including, but not limited to: missing, abducted and sexually exploited children,
554 child callers, communications impaired callers and callers with limited English
555 language proficiency.

556 7.5 The Calltaker shall verify, document and relay initial dispatch information and
557 provide updates as necessary to process calls for service.

558 7.5.1 The Calltaker shall provide callers with any agency approved pre-arrival
559 instructions¹⁴ and inform callers of actions being taken to respond to the
560 requests for service according to written directives.

561 7.6 The Calltaker shall complete telephone reports, provide appropriate referrals,
562 transfer and terminate calls or place outgoing calls in accordance with Agency
563 written directives.
564

565 **Chapter 8 Law Enforcement Dispatcher**

566

567 8.1 **Scope**

568 This chapter identifies the minimum training requirements for a
569 Telecommunicator serves as a Law Enforcement Dispatcher (within this chapter
570 referred to as Law Enforcement Dispatcher). The function of a law enforcement
571 dispatcher is to provide dispatch services by analyzing, prioritizing, and
572 processing calls, while maintaining radio contact with responders to ensure safe,
573 efficient, and effective responses to requests for law enforcement services, in
574 accordance with local, state, and national standards. A law enforcement
575 dispatcher may receive calls for service by incoming telephone calls, CAD
576 incidents, radio traffic, and other methods or developing technologies.

577

578 8.2 The Law Enforcement Dispatcher shall demonstrate the ability to analyze calls for
579 service and determine the appropriate response action.

580

581 8.2.1 The Law Enforcement Dispatcher shall demonstrate the comprehension of
582 agency documentation requirements and the ability to create and update
583 the Computer-Aided Dispatch (CAD) record or incident log and maintain
584 accurate call narrative or documentation.

585

586 8.2.2 The Law Enforcement Dispatcher shall demonstrate the ability to
587 determine the nature and priority of incidents and assign available
588 resources in accordance with written directives.
589

¹⁴ Instructions given to the caller before the arrival of responders as defined by the Agency's approved protocols.

- 590 8.2.3 The Law Enforcement Dispatcher shall demonstrate proficiency in
591 tracking and documenting radio activity, incident and unit status within
592 written directives.
593
- 594 8.3 The Law Enforcement Dispatcher shall demonstrate proficiency in assigning and
595 coordinating responders to incidents based on the nature of the incident, the
596 priority of the incident, available resources, and written directives
- 597 8.3.1 The Law Enforcement Dispatcher shall demonstrate the ability to
598 consistently identify, analyze, and relay initial pertinent incident
599 information to field units as appropriate.
- 600 8.3.2 The Law Enforcement Dispatcher shall demonstrate the ability to obtain
601 acknowledgement of calls for service from responders as per written
602 directives.
- 603 8.3.3 The Law Enforcement Dispatcher shall demonstrate the ability to evaluate
604 information and relay updates to responding units as appropriate.
- 605 8.3.4 The Law Enforcement Dispatcher shall demonstrate the ability to analyze
606 and disseminate information to additional responders and resources
607 including, but not limited to Hazmat teams, the Forest Service, Fire and
608 EMS Units, etc
- 609 8.4 The Law Enforcement Dispatcher shall demonstrate the ability to analyze and
610 evaluate all available information in order to identify the potential for escalation
611 of the incident and perform status checks to determine scene and responder safety.
612
- 613 8.5 The Law Enforcement Dispatcher shall demonstrate the ability to evaluate and
614 synthesize information, relay updates and broadcast BOLO (Be On the Look-Out)
615 and attempt to locate information to responders, supervisors, and other resources
616 as appropriate.
617
- 618 8.6 The Law Enforcement Dispatcher shall demonstrate the proper application of
619 Agency notification guidelines to daily operations and special events.
620
- 621 8.7 The Law Enforcement Dispatcher shall demonstrate the ability to coordinate with
622 other entities in accordance with written directives.
623
- 624 8.8 The Law Enforcement Dispatcher shall demonstrate the proper application of
625 Agency defined mutual or automatic aid procedures.
626
- 627 8.9 The Law Enforcement Dispatcher shall demonstrate the ability to identify and
628 relay pertinent shift activities to a relief dispatcher at shift or position change.
629

- 630 8.10 The Law Enforcement Dispatcher shall demonstrate the ability to coordinate
631 assigned radio channels and/or talk groups.
632
- 633 8.11 The Law Enforcement Dispatcher shall demonstrate the ability to monitor and
634 acknowledge radio traffic in accordance with Agency requirements.
635
- 636 8.12 The Law Enforcement Dispatcher shall comply with regulations of the Federal
637 Communications Commission (FCC) that directly apply to public safety radio.
638
- 639 8.13 The Law Enforcement Dispatcher shall participate in Agency defined post-
640 incident activities.
641
642

643 **Chapter 9 Fire Service Dispatcher**

- 644 9.1 **Scope**
645 This chapter identifies the minimum training requirements for a
646 Telecommunicator who serves as a Fire Service Dispatcher (within this chapter
647 referred to Fire Service Dispatcher). The function of a Fire Service Dispatcher is
648 to provide dispatch services by analyzing, prioritizing, and processing calls while
649 maintaining radio contact with responders to ensure safe, efficient, and effective
650 responses to requests for fire services, in accordance with local, state, and national
651 standards. A fire service dispatcher may receive calls for service by incoming
652 telephone calls, CAD incidents, radio traffic, and other methods or developing
653 technologies.
- 654 9.2 The Fire Service Dispatcher shall demonstrate the ability to analyze calls for
655 service and determine the appropriate response action.
656
- 657 9.2.1 The Fire Service Dispatcher shall demonstrate the comprehension of
658 agency documentation requirements and the ability to create and update
659 the CAD record or incident log, and maintain accurate call narrative or
660 documentation.
661
- 662 9.2.2 The Fire Service Dispatcher shall demonstrate the ability to determine the
663 nature and priority of incidents and assign available resources in
664 accordance with Agency written directives.
665
- 666 9.2.3 The Fire Service Dispatcher shall demonstrate proficiency in tracking and
667 documenting radio activity, incident and unit status within Agency written
668 directives.
- 669 9.3 The Fire Service Dispatcher shall demonstrate proficiency in assigning and
670 coordinating responders to incidents based on the nature of the incident, the
671 priority of the incident, available resources, and Agency written directives.

- 672 9.3.1 The Fire Service Dispatcher shall demonstrate the ability to consistently
673 identify, analyze, and relay initial pertinent incident information to field
674 units as appropriate.
- 675 9.3.2 The Fire Service Dispatcher shall demonstrate the ability to obtain
676 acknowledgement of calls for service from responders as per written
677 directives.
- 678 9.3.3 The Fire Service Dispatcher shall demonstrate the ability to evaluate
679 information and relay updates to responding units as appropriate.
- 680 9.3.4 The Fire Service Dispatcher shall demonstrate the ability to analyze and
681 disseminate information to additional responders and resources including,
682 but not limited to: Hazmat teams, the Forest Service, EMS, Law
683 Enforcement, etc.
- 684 9.4 The Fire Service Dispatcher shall demonstrate the ability to analyze and evaluate
685 all available information in order to identify the potential for escalation of the
686 incident and perform status checks to determine scene and responder safety.
- 687 9.5 The Fire Service Dispatcher shall demonstrate the proper application of Agency
688 notification guidelines to daily operations and special events.
- 689 9.6 The Fire Service Dispatcher shall demonstrate the ability to coordinate with other
690 entities in accordance with written directives.
- 691 9.7 The Fire Service Dispatcher shall demonstrate the proper application of Agency
692 defined mutual aid procedures.
- 693 9.8 The Fire Service Dispatcher shall demonstrate the ability to identify and relay
694 pertinent shift activities to relief dispatchers at shift or position change.
- 695 9.9 The Fire Service Dispatcher shall demonstrate the ability to coordinate assigned
696 radio channels and/or talk groups.
- 697 9.10 The Fire Service Dispatcher shall demonstrate the ability to monitor and
698 acknowledge radio traffic on assigned channels.
- 699 9.11 The Fire Service Dispatcher shall comply with regulations of the Federal
700 Communications Commission (FCC) that directly apply to public safety radio.
- 701 9.12 The Fire Service Dispatcher shall demonstrate proper application of written
702 directives for processing alarm signals, tracking alarm activity, resolving alarm
703 conflicts, maintaining alarm accounts, and generating alarm reports.
- 704
705 9.13 The Fire Service Dispatcher shall participate in all Agency defined post-incident
706 activities.

707

708 **Chapter 10 Emergency Medical Services Dispatcher**

709 **10.1 Scope**

710 This chapter identifies the minimum training requirements for a
711 Telecommunicator who serves as an Emergency Medical Services (EMS)
712 Dispatcher (within this chapter referred to as EMS Dispatcher). The function of
713 an Emergency Medical Services Dispatcher is to provide dispatch services by
714 analyzing, prioritizing, and processing calls while maintaining radio contact with
715 responders to ensure safe, efficient, and effective responses to calls for emergency
716 medical services, in accordance with local, state, and national standards. An EMS
717 Dispatcher may receive calls for service by incoming telephone calls, CAD
718 incidents, radio traffic, and other methods or developing technologies.

719 **10.2** The EMS Dispatcher shall demonstrate the ability to analyze calls for service and
720 determine the appropriate response action.

721

722 **10.2.1** The EMS Dispatcher shall demonstrate the comprehension of agency
723 documentation requirements and the ability to create and update the CAD
724 record or incident log, maintain accurate call narrative or documentation.

725

726 **10.2.2** The EMS Dispatcher shall demonstrate the ability to determine the nature
727 and priority of incidents and assign available resources in accordance with
728 Agency written directives.

729

730 **10.2.3** The EMS Dispatcher shall demonstrate proficiency in tracking and
731 documenting radio activity, incident and unit status within written
732 directives

733 **10.3** The EMS Dispatcher shall demonstrate proficiency in assigning and coordinating
734 responders to incidents based on the nature of the incident, the priority of the
735 incident, available resources, and Agency written directives.

736 **10.3.1** The EMS Dispatcher shall demonstrate the ability to consistently identify,
737 analyze, and relay initial pertinent incident information to field units as
738 appropriate.

739 **10.3.2** The EMS Dispatcher shall demonstrate the ability to obtain
740 acknowledgement of calls for service from responders as per written
741 directives.

742 **10.3.3** The EMS Dispatcher shall demonstrate the ability to evaluate information
743 and relay updates to responding units as appropriate.

744 **10.3.4** The EMS Dispatcher shall demonstrate the ability to analyze and
745 disseminate information to additional responders and resources including,

- 746 but not limited to Hazmat teams, the Forest Service, Fire Services, Law
747 Enforcement, etc.
- 748 10.3.5 The EMS Dispatcher shall apply agency procedures for monitoring and
749 documenting hospital diversion status and emergency facility availability.
- 750 10.4 The EMS Dispatcher shall demonstrate the ability to analyze and evaluate all
751 available information in order to identify the potential for escalation of the
752 incident and perform status checks to determine scene and responder safety.
- 753 10.5 The EMS Dispatcher shall demonstrate the proper application of Agency
754 notification guidelines to daily operations and special events.
- 755 10.6 The EMS Dispatcher shall demonstrate the ability to coordinate with other entities
756 in accordance with written directives.
- 757 10.7 The EMS Dispatcher shall demonstrate the proper application of Agency defined
758 mutual aid procedures.
- 759 10.8 The EMS Dispatcher shall demonstrate the ability to identify and relay pertinent
760 shift activities to relief dispatchers at shift or position change.
- 761 10.9 The EMS Dispatcher shall demonstrate the ability to coordinate assigned radio
762 channels and/or talk groups.
- 763 10.10 The EMS Dispatcher shall demonstrate the ability to acknowledge and monitor
764 radio traffic on assigned channels.
765
- 766 10.11 The EMS Dispatcher shall comply with regulations of the Federal
767 Communications Commission (FCC) that directly apply to public safety radio.
768
- 769 10.12 The EMS Dispatcher shall participate in all Agency defined post-incident
770 activities.
771
- 772
- 773
- 774
- 775
- 776
- 777
- 778

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