

The following changes are proposed to the following sections of Candidate APCO ANS 3.103.1-200x: *Minimum Training Standards for Public Safety Telecommunicators* based upon comments received from the second round of public review and comment. Respond with any comments to the proposed changes below to standards@apcointl.org by September 26, 2010. Please include section number and suggested resolution when submitting comment. The complete candidate ANS from the previous public review and comment period can be downloaded at www.apcostandards.org, click on "APCO Standards Activities in Progress."

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

8.2.3 The Law Enforcement Dispatcher shall demonstrate proficiency in tracking and documenting radio activity, incident and unit status within written directives.

9.2.3 The Fire Service Dispatcher shall demonstrate proficiency in tracking and documenting radio activity, incident and unit status within Agency written directives.

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