



ALABAMA 911 BOARD

Statewide Training & Certification Program
2022 AAND Workshop
July 28, 2022

Introduction
& Contact
Information

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Alabama 9-1-1 Board's Third Annual Training Report to the Legislature

FEBRUARY 1, 2022

Submitted on behalf of the Alabama 9-1-1 Board
by Leah Missildine, Executive Director

Statewide Training

Senate Bill 138 – Amendment to 11-98-4.1

Section 2. The Executive Director of the statewide 911 Board shall prepare an annual report detailing the training provided and administered by the 911 Board for 911 dispatchers. The report shall be submitted to the President Pro Tempore of the Senate and the Speaker of the House of Representatives on February 1, 2020, and by February 1 each year thereafter.



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Statewide Training

Highlights of the 3rd Annual Training Report:

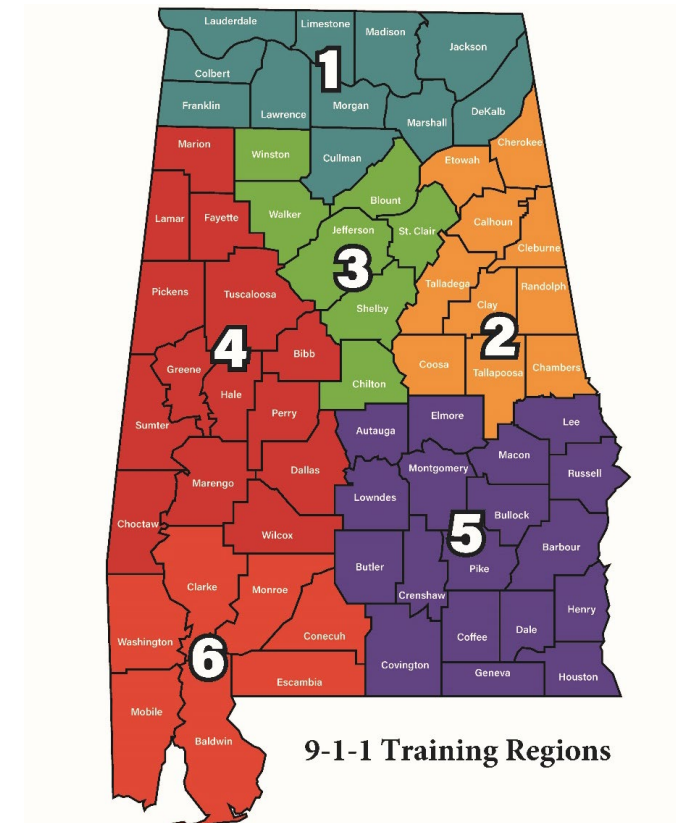
- Filling the void of in-person, live training with safe, virtually accessible training
- Training 9-1-1 personnel on the tools and benefits of NG911 Geographic Information Systems (GIS) and the databases that power them
- Continued growth and renewals of Alabama Emergency Medical Dispatch (EMD) Program



Report Highlight #1: Focus on Virtual

- The initial period of enrollment rendered 1,362 telecommunicators enrolled, which is approximately 60 percent of the state on first pass.
- Since enrollment began in the Spring 2021, 1,661 courses were completed and 2,080 hours of training were delivered by the close of 2021 via the Board's virtual platform.
- In the first six months of 2022, 1,888 courses were completed and 2,432.5 hours of training have been delivered via the Board's virtual platform.

Virtual Academy LMS Phased Rollout Plan

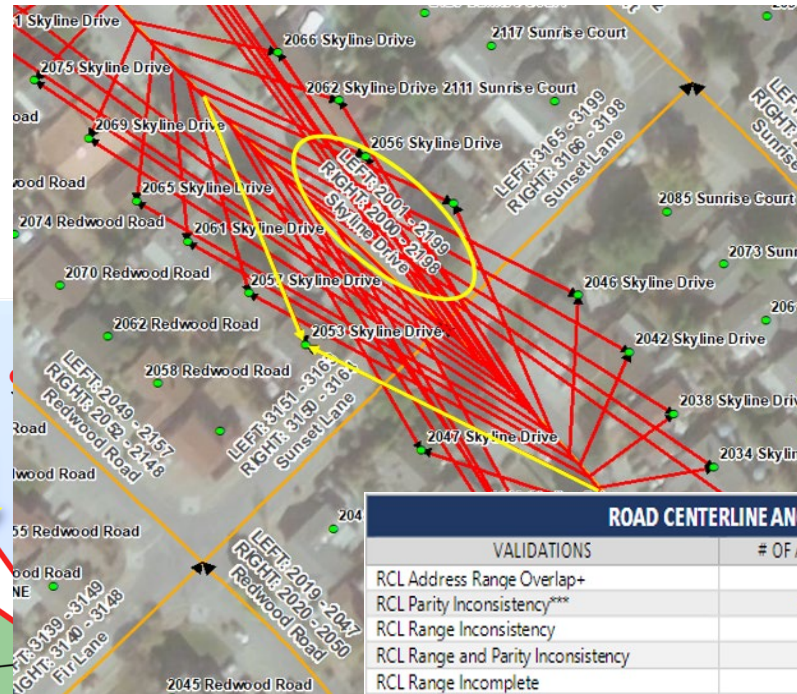


9-1-1 Training Regions



Report Highlight #2: GIS Training

- 168 training hours delivered on the GIS toolsets made available Districts in 2021



ROAD CENTERLINE ANOMALIES		
VALIDATIONS	# OF ANOMALIES	% OF TOTAL FEATURES
RCL Address Range Overlap+	314	6%
RCL Parity Inconsistency***	5,259	100%
RCL Range Inconsistency	12	<1%
RCL Range and Parity Inconsistency	0	0%
RCL Range Incomplete	3	<1%
RCL Digitized Direction	170	3%
RCL is Multipart++	2	<1%
RCL is Too Short++	9	<1%
RCL Intersecting++	68	1%
RCL Self-Intersecting++	1	<1%
RCL Overshoot/Undershoots++	16	<1%
RCL Too Close++	9	<1%

NENA Standard for NG9-1-1 GIS Data Model

Abstract: This document defines the GIS data information, formats, requirements and related information used in NENA Next Generation 9-1-1 (NG9-1-1) Core Services (NGCS).



NENA Standard for NG9-1-1 GIS Data Model

NENA-STA-006.1.1-2020
 Approval: 02/18/2020
 PRC Approval: 06/12/2018
 NENA Executive Board Approval: 06/16/2018
 Scheduled Review Date: 03/01/2022

Developed by:
 National Emergency Number Association (NENA) Data Structures Committee, NG9-1-1 GIS Data Model Working Group
 Approved by NENA
 International in USA



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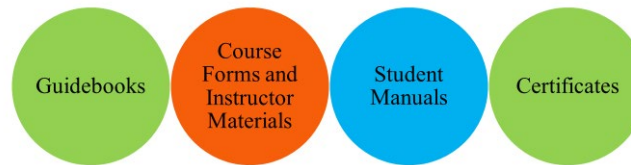


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Report Highlight #3: ALEMD Program

The ALEMD program has saved the participating agencies tens of thousands of dollars by offering the following for no cost to the agency:



Last year, the ALEMD program grew by:



ALABAMA 9-1-1 BOARD USER CONFERENCE

Attendance

- Director's Track – 39 Users
- Telecommunicator Track – 46 Users
- GIS Track – 42 Users
- Total – 127 Users



Certification Program

HB 414



Act 2022-387

Calendar Date	Body	Amd/Sub	Matter	Committee	Nay	Yea	Abstain	Vote
02/24/2022	H		Read for the first time and referred to the House of Representatives committee on Public Safety and Homeland Security	PS&HS				
03/02/2022	H		Read for the second time and placed on the calendar					
03/15/2022	H		Third Reading Passed					
03/15/2022	H	218527-1	Oliver Amendment Offered					
03/15/2022	H		Motion to Adopt adopted Roll Call 637					Roll 637
03/15/2022	H		Motion to Read a Third Time and Pass adopted Roll Call 638					Roll 638
03/15/2022	H		Engrossed					
03/15/2022	S		Read for the first time and referred to the Senate committee on Judiciary	JUDY				
03/30/2022	S		Read for the second time and placed on the calendar 1 amendment		0	10		
04/06/2022	S		Third Reading Carried Over to Call of the Chair					
04/06/2022	S		Third Reading Carried Over to Call of the Chair					
04/06/2022	S	219407-2	Judiciary Amendment Offered					
04/06/2022	S		Price motion to Table adopted Voice Vote					
04/06/2022	S		Singleton motion to Carry Over to the Call of the Chair adopted Voice Vote					
04/06/2022	S		Third Reading Passed					
04/06/2022	S	219837-1	Price Amendment Offered					
04/06/2022	S		Price motion to Adopt adopted Roll Call 1036					Roll 1036
04/06/2022	S		Motion to Read a Third Time and Pass adopted Roll Call 1037					Roll 1037
04/07/2022	H		Concurrence Requested					
04/07/2022	H		Oliver motion to Concur In and Adopt adopted Roll Call 970					Roll 970
04/07/2022	H		McC Campbell intended to vote "Yea"					
04/07/2022	S		Concurred in Second House Amendment					
04/07/2022	S		Signature Requested					
04/07/2022	H		Enrolled					
04/07/2022	H		Clerk of the House Certification					
	H		Forwarded to Governor on April 7, 2022 at 5:38 p.m. on April 7, 2022.					



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Act 2022-387

- to define first responder inclusive of a public safety telecommunicator;
- to require a public safety telecommunicator at a Public Safety Answering Point (PSAP) to remain on an emergency call until the person is connected with the appropriate provider of emergency services;
- to require a communications district to provide reasonable alternative method(s) for responding to emergency calls; and
- to provide certification requirements for public safety telecommunicators and to authorize the board to provide for the certification.



Certification

11-98-4.1 (e) The statewide 911 Board shall have the following powers and duties:

(9) To establish a certification program to train and certify public safety telecommunicators employed by a primary PSAP receiving 911 calls, including establishing minimum core competency topics and minimum number of training hours, deciding whether a written examination is required, and any necessary certification requirements, to the extent funds are available to cover all costs for the training established by the board. The board may establish rules for enforcement of those PSAPs that fail to participate in the certification program. Notwithstanding the foregoing, the training and certification requirements of this section shall not apply to any public safety telecommunicator employed by the state or an agency or department thereof.



Administrative Rules Process Timeline

Proposed Draft Rules

Chapter 585-X-5

Public Safety Telecommunicator
Certification Program

May
2022

- May 18, 2022—adoption of the draft rule and approval to proceed with the rules process at the Alabama 9-1-1 Board Meeting
- May 20, 2022—deadline for submission of the Notice of Intended Action for proposed rule making
<http://www.alabamaadministrativecode.state.al.us/UpdatedMonthly/AAM-MAY-22/585-X-5.pdf>

June/
July
2022

- June/July 2022—receive comments on the proposed draft rule; tentatively plan a workshop for discussion of the rule
- July 27, 2022—hold a public hearing prior to the July Board meeting; final adoption of the rule will be recommended during the meeting

August
2022

- August 11, 2022—certification of the final adopted rule must occur no later than this date

October
2022

- October 15, 2022—certified rule will take effect



Administrative Rules Amendment – Next Steps

- ✓ Publish in Administrative Monthly, 05/31/2022
- ✓ Public Hearing, 07/27/2022
- ✓ Final draft rules adoption, 07/27/2022
- ☐ Certification following final adoption, on or before 08/11/2022
- ☐ Rule goes into effect, 10/15/2022



Minimum Training Guidelines

Recommended Minimum Training Guidelines for the Telecommunicator Section I –

Introduction

Society and communications are becoming increasingly more mobile and accessible. With that mobility, the ability to access 9-1-1 services at any time and in any place has become a constant, and the need for consistent minimum training for the telecommunicator has been recognized by the 9-1-1 community. Developed by all members of the Working Group—which includes the Association of Public-Safety Communications Officials International (APCO), Denise Amber Lee Foundation, International Academies of Emergency Dispatch (IAED), National Association of State 9-1-1 Administrators (NASNA), National Emergency Number Association (NENA), National Fire Protection Association (NFPA), PowerPhone, and industry professionals—the recommended minimum training topics described in this document were agreed upon in principle with input from 9-1-1 professionals working within the Public Safety Answering Point (PSAP) environment throughout the U.S.

It should be noted that, while the National 9-1-1 Program has facilitated this project by providing a forum for discussion and development, the Guidelines are not federally owned or mandated—rather, they are the joint product of members of the Working Group listed above.

These recommended topics are suggested for inclusion in minimum training for those who aspire to the role of telecommunicator (call-taker and/or dispatcher) as defined by the authority having jurisdiction. It is important to note the basic telecommunicator training topics described herein provide minimum-level understanding. In order to field and manage emergency calls in a live environment, telecommunicators must receive supplemental training that will enable them to process the emergency calls that are specific to their respective PSAP or Emergency Services Provider. We recognize that the authorities having jurisdiction will establish the qualifications for their PSAPs and telecommunicators at the state and/or local levels.

Classroom training is one of the key elements for providing the baseline level of knowledge for any profession. This document provides the elements of that baseline knowledge. Training regarding policies, procedures, and discipline-specific protocols, as well as on-the-job training and continuing education, are vital and should be considered. The length of time devoted to each topic shall directly correlate to the needs and services rendered within each authority having jurisdiction (AHJ). It is understood that some agencies or AHJ might not have direct involvement in every area (such as telematics, military operations, or private security services); however, it is important that every telecommunicator be familiar with industry terms, technologies, and resources. The intent is that every telecommunicator will receive nationally recognized minimum training that will be the foundation for ongoing professional development.

Section II provides discussion regarding the broad training categories and a list of recommended training topics for each category. It is intended to provide general guidance regarding topics that might be included in the specific sections of the document. Similar to Section I, the recommended training topics contained herein are not all-inclusive.

Appendix A provides a listing of the recommended training topics for ease of reference.

Page 1 of 11
Version Date: 5/19/2016

- Roles and Responsibilities
- Legal Concepts
- Interpersonal Communications
- Emergency Communications Technology
- Call Processing
- Emergency Management
- Radio Communication
- Stress Management
- Quality Assurance
- On-the-job Training

https://www.911.gov/pdf/Minimum_Training_Guidelines_for_911_Telecommunicator_2016.pdf



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Contributions from Stakeholder Groups

Written Comments

- ☐ 06/11/2022 Alabama Fire College
- ☐ 06/11/2022 Randolph County 911
- ☐ 06/21/2022 American Heart Association
- ☐ 07/20/2022 Alabama Association of 911 Districts

Comment Review

- ☐ 07/26/2022 ALNENA 911 Education Committee



Contributions from Stakeholder Groups

- Define process for course approval/Committee role for approval
- Regular meetings for Committee
- Advisory panel for education to the Board
- Quarterly review for Program overall (currently meeting monthly)

Alabama NENA Appointed – Alabama 9-1-1 Education Committee			
NENA	APCO	AAND	AL 911 Board Staff
Scott Stricklin	Marcy Ledbetter	Bubba Blue	Leah Missildine
Robbie Young	Ryan Whisenhunt	Rod Coleman	Adam Brown
Donnie West	Charlsie Little	Seeking volunteers!	Dana Nation
David Morgan	Seeking volunteers!	Seeking volunteers!	Michelle Peel

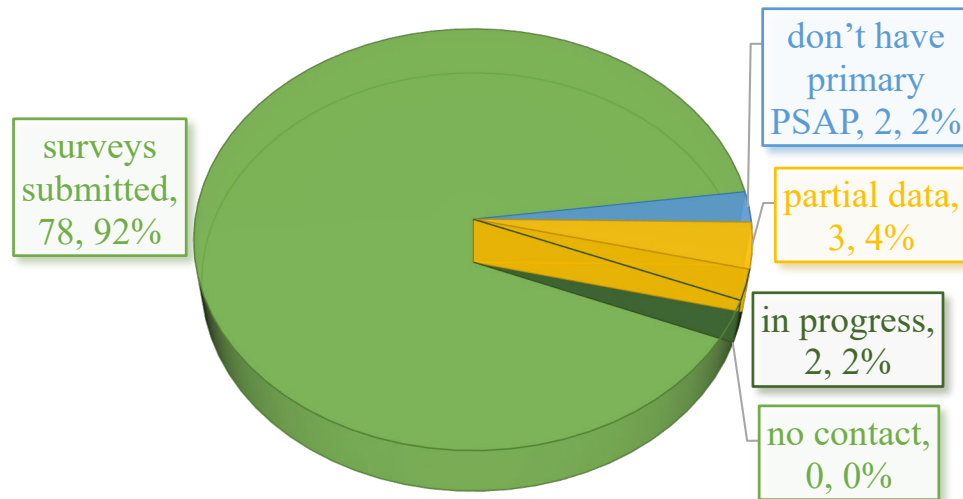


Data Collection

ECD PUBLIC SAFETY TELE- COMMUNICATOR (PST)
[SURVEY](#)

PSAP PUBLIC SAFETY TELE- COMMUNICATOR (PST)
[SURVEY](#)

RESULTS AS OF 07/28/2022



- 1,480 telecommunicator
- 98 primary PSAPs represented in those submissions



Continued Outreach & Development

- Written Letter
- Phone Calls
- Emails (Mailchimp)
- Distribution Lists
- TAITs
- Webinars
- Social Media Posts

Alabama Public Safety Telecommunicator Certification Program
Course Approval Checklist

ALABAMA 911 BOARD

Date submitted: _____ Date reviewed: _____ Date approved: _____

Course Title: _____

Course Description: _____

Primary contact: _____ Phone: _____

Primary contact email: _____

Agency/Organization: _____

Agency/Organization Mailing Address: _____

Agency/Organization Website(s): _____

Review	Notes
<input type="checkbox"/> Course Syllabus/Outline	
<input type="checkbox"/> Course Prerequisites	
<input type="checkbox"/> Course Overview	
<input type="checkbox"/> Course Policy	
<input type="checkbox"/> Course Agenda	
<input type="checkbox"/> Course Requirements	
<input type="checkbox"/> Textbooks	
<input type="checkbox"/> Technology	
<input type="checkbox"/> Special Equipment	
<input type="checkbox"/> Course Delivery	
<input type="checkbox"/> Course Evaluation Methods	
<input type="checkbox"/> Learning Objectives	

Alabama Public Safety Telecommunicator Certification Program
Recommended Continuing Education Courses



Course	Vendor	Course Delivery
CPR	American Heart, Red Cross	Traditional, Hybrid, Online
Virtual Academy 2022 Course Catalog	Virtual Academy	Online
Virtual Academy 2022 Roll Call Catalog	Virtual Academy	Online
IS-15.b Special Events Contingency Planning for Public Safety Agencies	FEMA Independent Study	Online
IS-20.22 Diversity Awareness Training	FEMA Independent Study	Online
IS-29.a Public Information Officers Awareness	FEMA Independent Study	Online
IS-100.c Introduction to Incident Command System	FEMA Independent Study	Online
IS-144.a TERT Basic Course	FEMA Independent Study	Online
IS-200.c Basic Incident Command System for Initial Response	FEMA Independent Study	Online
IS-230.c Fundamentals of Emergency Management	FEMA Independent Study	Online
IS-235.c Emergency Planning	FEMA Independent Study	Online
IS-241.c Decision Making and Problem Solving	FEMA Independent Study	Online
IS-242.c Effective Communication	FEMA Independent Study	Online
IS-317.a Introduction to Community Emergency Response Teams (CERT)	FEMA Independent Study	Online
IS-324.a Community Hurricane Preparedness	FEMA Independent Study	Online
IS-394.a Protecting Your Home or Small Business From Disaster	FEMA Independent Study	Online
IS-405 Overview of Mass Care/Emergency Assistance	FEMA Independent Study	Online
IS-700.b Introduction to the National Incident Management System	FEMA Independent Study	Online
IS-703.b National Incident Management System Resource Management	FEMA Independent Study	Online
IS-800.d National Response Framework, An Introduction	FEMA Independent Study	Online
IS-904 Active Shooter Prevention: You Can Make a Difference	FEMA Independent Study	Online
IS-906 Workplace Security Awareness	FEMA Independent Study	Online
IS-907 Active Shooter: What You Can Do	FEMA Independent Study	Online
IS-909 Community Preparedness: Implementing Simple Activities for Everyone	FEMA Independent Study	Online
IS-951 DHS Radio Interoperability	FEMA Independent Study	Online
IS-1010 Emergency Protective Measures	FEMA Independent Study	Online
IS-1300 Introduction to Continuity of Operations	FEMA Independent Study	Online
IS-2000 National Preparedness Goal and System Overview	FEMA Independent Study	Online
IS-2200 Basic Emergency Operations Center Functions	FEMA Independent Study	Online
IS-2900.a National Disaster Recovery Framework Overview	FEMA Independent Study	Online
NENA Courses	NENA	Traditional, Online
APCO Courses	APCO	Traditional, Online



Questions

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