



# ALABAMA 911 BOARD

Preparing for a Statewide Certification Program

ACCA 94<sup>th</sup> Annual Convention

9-1-1 Breakout Sessions

August 25, 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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# 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	<a href="#">218527-1</a>	Oliver Amendment Offered					
03/15/2022	H		Motion to Adopt adopted Roll Call 637					<a href="#">Roll 637</a>
03/15/2022	H		Motion to Read a Third Time and Pass adopted Roll Call 638					<a href="#">Roll 638</a>
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	<a href="#">219407-2</a>	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	<a href="#">219837-1</a>	Price Amendment Offered					
04/06/2022	S		Price motion to Adopt adopted Roll Call 1036					<a href="#">Roll 1036</a>
04/06/2022	S		Motion to Read a Third Time and Pass adopted Roll Call 1037					<a href="#">Roll 1037</a>
04/07/2022	H		Concurrence Requested					
04/07/2022	H		Oliver motion to Concur In and Adopt adopted Roll Call 970					<a href="#">Roll 970</a>
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 5:36 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

We  
are  
here!

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

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- ✓ 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-**Filed with LSA on 08/02/2022**
- ☐ Rule goes into effect, 10/15/2022

Final adopted draft rule can be found on the Alabama 9-1-1 Board's website at the link below:

[https://www.al911board.com/sites/default/files/2022-08/911%20585-X-5%20Certified%20by%20LSA\\_for%20website.pdf](https://www.al911board.com/sites/default/files/2022-08/911%20585-X-5%20Certified%20by%20LSA_for%20website.pdf)



# 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](https://www.911.gov/pdf/Minimum_Training_Guidelines_for_911_Telecommunicator_2016.pdf)



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# Contributions from Stakeholder Groups

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## 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	Shelley Ezekiel	Dana Nation
David Morgan	Seeking volunteers!	Adam Byrd	Michelle Peel



# 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):		

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.e 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

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	





# Data Collection

**ECD Public Safety Telecommunicator (PST) Survey**

Name of Person Submitting Form\*

ECD \*

Type in the first three letters of your ECD and choose from the options.

Email address of person submitting form\*

myEmail@gmail.com

\*This should be a unique address, not a group address.

Phone number or other contact number

**Public Safety Telecommunicator (PST) Certification Survey**

To be completed by primary PSAP employee individually or by the primary PSAP designee

First Name\*  
Enter PST's first name

Middle Name\*  
Enter PST's middle name

Last Name\*  
Enter PST's last name

Date of Birth\*  
If you were born prior to 1972, type in your birth date as mmddyyyy with no spaces or punctuation. Then choose from the drop-down calendar.

Email Address\*  
myEmail@gmail.com  
Enter email address specific to the PST being certified, not a non-unique or group email.

PSAP Name\*  
Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Date of Hire\*  
Enter the date of hire of PST with current agency.

Is this person enrolled in Virtual Academy?\*

Yes  No

Has this individual logged in and confirmed access to Virtual Academy?\*

If not, the administrator within your agency needs to create their user account now.

Yes  No

Role of PST\*  
Enter the role or job title held by PST

Have you completed a PST certification program? \*

Yes  No

Upload proof of completion here.\*  
Click to browse or drag a file here

e.g. certificate, check-off/sign-off on agency letterhead, completed roster or assessment score, etc.

Submit

What basic PST training level or certification has this individual successfully completed?\*

e.g. APCO PST, NEVA TCC, IAED ETC, AL Fire College PST I, AL Fire College PST II, In-house 160 hour program, HTS, etc.)

First Name	Middle Name	Last Name	DOB	Email	PSAP Name	DOH	Role
Enter PST's first name.	Enter PST's middle name.	Enter PST's last name.	Enter the Date of Birth of the PST.	Enter email address specific to the PST being certified, not a non-unique or group email.	Enter the name of primary PSAP the PST is affiliated with at time of certification. (Enter NA if you are not currently affiliated with a primary PSAP.)	Enter the Date of Hire of PST with current agency.	Enter the role or held by the PST
John	Q	Emergency	01/01/2000	John@sampleagency.org	Sample County PSAP	07/01/2018	Public Safety Telecommunicator

Submit

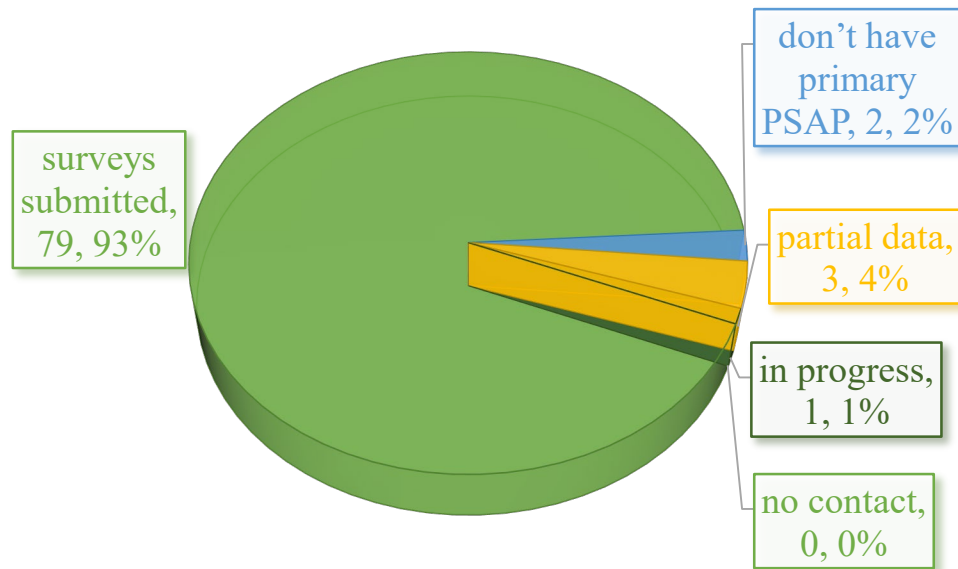


# Data Collection

ECD PUBLIC SAFETY TELE- COMMUNICATOR (PST)  
SURVEY

PSAP PUBLIC SAFETY TELE- COMMUNICATOR (PST)  
SURVEY

RESULTS AS OF 08/10/2022



- **1,515 telecommunicator**
- **102 primary PSAPs represented in those submissions**



# 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



# Questions

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