

## ALABAMA

### TRAINING STANDARDS

Other than NCIC requirements for terminal operators, and EMD requirements, there are no general public safety communicator training standards.

### RETIREMENT BENEFITS

Most Public Safety Telecommunicators are employees of state or local government. All state employees and almost all local government employees are members of the Retirement Systems of Alabama. There are only a handful of local governments that are not RSA member agencies.

### LABOR LAWS

A right to work state and abides by federal labor laws.

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

## ALASKA

### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

### RETIREMENT BENEFITS

State retirement provided.

### LABOR LAWS

No information provided.

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

## ARIZONA

### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

### RETIREMENT BENEFITS

Arizona Public Safety Telecommunicators are covered by a variety of retirement programs. Most fall under the State Retirement System ([www.asrs.state.az.us](http://www.asrs.state.az.us)). Some fall under the Corrections Office Retirement Program ([www.psprs.com](http://www.psprs.com)) and choose CORP). The City of Tucson has its own retirement program.

### LABOR LAWS

Arizona Public Safety Telecommunicators are covered by a variety of retirement programs; however most fall under the State's retirement system. The remaining Telecommunicators are covered by their city-wide retirement program.

Labor laws can be found at [www.azleg.state.az.us/ArizonaRevisedStatutes](http://www.azleg.state.az.us/ArizonaRevisedStatutes). Look for Title 23.

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

As considered on an *individual governmental entity*, a few localities may consider these individuals as part of the public safety team. Statewide, none are classified to be "Public Safety" or "First Responders."

## ARKANSAS

### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

**P33 Certified:** Fayetteville Police Department

### RETIREMENT BENEFITS

State and local retirement, for the most part provided (see <http://www.apers.org>). Some smaller agencies or municipalities may have their own 401k plan in supplement.

### LABOR LAWS

Can be found at <http://www.arkansas.gov/labor>

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

## CALIFORNIA

### TRAINING STANDARDS

Telecommunicators in the state of California must successfully complete the state mandated basic course (120 hours) within one (1) year of employment. Telecommunicators must pass 24 hours of state certified course work every two years after passing probation. All state certification and compliance is governed by the State Department of Justice - Commission on Peace Officers Standards and Training. <http://www.td.dgs.ca.gov/Publications/911/911OpeaManul+.htm>

### RETIREMENT BENEFITS

For information, visit <http://www.td.dgs.ca.gov/Publications/911/911OpeaManual+.htm>

### LABOR LAWS

Most cities belong to the California Public Employees Retirement System; however, **each agency is different** (what does this mean?)

For additional information visit <http://www.td.dgs.ca.gov/Publications/911/911OpeaManul+.htm>

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS? Currently, California allows Telecommunicators to be considered "First Responders," but it is at the discretion of their employing agency. Most Telecommunicators are not considered part of the Public Safety team since "Safety" is in direct correlation to retirement benefits for non-public safety personnel.

## COLORADO

### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

**P33 Certified:** *Summit County Communications Center*

**P33 Certified:** *Denver 9-1-1 Communications Center*

**P33 Certified:** *El Paso County Sheriff's Office*

### RETIREMENT BENEFITS

It was reported there are no benefits.

### LABOR LAWS

For information, visit [www.coworkforce.com/lab/](http://www.coworkforce.com/lab/)

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Depending upon the agency, some could be considered first responders, support staff or administrative support.

## CONNECTICUT

### TRAINING STANDARDS

Telecommunicators must complete a State Approved Telecommunicator Program and Pass the State Telecommunicator examination. Two types of public safety telecommunicator instructor certificates are issued by the Office of State-Wide Emergency Telecommunications: Public Safety Telecommunicator Instructor Level I and Public Safety Telecommunicator Instructor Level II. The Public Safety Telecommunicator Instructor Level I certificate shall be valid for a period of one year. The Public Safety Telecommunicator Instructor Level II certificate shall be valid for a period of three years. Certified Level I or II Public Safety Telecommunicator Instructors shall apply to the Office of State--Wide Emergency Telecommunications of the Department of Public Safety for re-certification thirty (30) days prior to the expiration of their current certification term.

[http://www.ct.gov/dps/lib/dps/office\\_of\\_statewide\\_emergency\\_telecommunications\\_files/oset-files/telecommunicator\\_training\\_regulations.pdf](http://www.ct.gov/dps/lib/dps/office_of_statewide_emergency_telecommunications_files/oset-files/telecommunicator_training_regulations.pdf)

### RETIREMENT BENEFITS

Telecommunicators are all covered under different retirement programs / incentives provided by the employer. This is because telecommunicators are town employees. There is no common retirement plan directed for dispatch personnel.

### LABOR LAWS

For more information, please visit [www.ctdol.state.ct.us/gendocs/legislation.html](http://www.ctdol.state.ct.us/gendocs/legislation.html)

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Dispatchers are considered members of the Public Safety sector, not first responders. However, there is nothing found in writing to validate this statement.

## DELAWARE

### TRAINING STANDARDS

The only required training standard is the "Establishment of 9-1-1 Emergency Medical Dispatch System." Public Safety Communication Centers in Delaware are made up of a combination of State, County or municipal employees. Each agency or center may have specific training guidelines or requirements; they just have not reached to the level of a statewide requirement. The E911 Emergency Services Board has discussed the topic but has not pursued a state mandate. For more information, see

[www.delcode.delaware.gov/title16.c100/index.shtml](http://www.delcode.delaware.gov/title16.c100/index.shtml).

**P33 Certified:** *Delaware State Police Communications Section*

### RETIREMENT BENEFITS

Combination: The State Police employees are covered under the State of Delaware retirement plan. County and Municipal agencies follow their respective retirement plans. For more information, visit [www.delawarepensions.com/pensionplans.shtml](http://www.delawarepensions.com/pensionplans.shtml).

### LABOR LAWS

The State of Delaware labor laws can be found at [www.delawarepersonnel.com/labor/index.shtml](http://www.delawarepersonnel.com/labor/index.shtml). Please keep in mind that a good majority of the employees are covered by established contracts. The State Police are covered through the Communications Workers of America.

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

## DISTRICT OF COLUMBIA

### TRAINING STANDARDS

**No information provided.**

### RETIREMENT BENEFITS

Employees are covered under the DC retirement plan unless they were employed before October 1987. If they were hired before that date, they are covered under civil service which is a federal retirement plan. For more information, please visit <http://www.dc.gov>

### LABOR LAWS

For more information, please visit <http://www.dc.gov>

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Employees are considered both as Public Safety employees and First Responders since they are the first point of contact for a call for service. They are also considered essential personnel.

## FLORIDA

#### TRAINING STANDARDS

**NEW!** As of October 1, 2012, Florida now has mandated certification facilitated by 232 hours of training. For more information, visit [www.doh.state.fl](http://www.doh.state.fl).

**P33 Certified:** *Brevard County Sheriff's Office – Communications Center*

#### RETIREMENT BENEFITS

**NEW!** Eligibility for retirement after 30 years of employment at a rate of 1.6% of salary, per year. There is no special/high risk classification. For more information visit [www.myfrs.com](http://www.myfrs.com).

#### LABOR LAWS

For information visit, [www.stateofflorida.com/labem.html](http://www.stateofflorida.com/labem.html).

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

**NEW!** Recognized as Public Safety Telecommunicators; however, there is no correlation to a public safety emergency (first) responder.

### GEORGIA

#### TRAINING STANDARDS

Georgia has a state law requiring that "any person employed by a local government agency to receive, process or transmit public safety information and dispatch law enforcement, fire fighters, medical, and emergency management personnel..." be certified by the Georgia Peace Officer Standards and Training Council. Ga. POST requires this training to be completed within the first six months of employment. O.C.G.A. 36-60-19 requires that all Comm. Officers be certified in the use of TTY (which they get as part of the Basic Comm. Class), Part B of that code section says that "on and after January 1, 1999, no monthly 9-1-1 charge provided for in Code Section 46-5-133 may be imposed for the support of any dispatch center unless such dispatch center is in compliance with the requirements of this Code section." This code section has been used to enforce the POST rules requiring certification within the first six months of employment. Further information on laws governing public safety communications in GA can be found in O.C.G.A. Title 46 Chapter 5 Article 2 Part 4. Visit <http://www.gapost.org/rules> & <http://www.lexis-nexis.com/hottopics/gacode/default.asp>.

#### RETIREMENT BENEFITS

Communications Officers are covered by the various local government policies. Most have some form of retirement through their agency; however, there is no state public safety retirement system for them.

#### LABOR LAWS

Labor laws can be found in Title 34 of the O.C.G.A. (<http://www.lexis-nexis.com/hottopics/gacode/default.asp>)

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### HAWAII

#### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

#### RETIREMENT BENEFITS

State Retirement. For more information, please visit <http://www4.hawaii.gov/ers/>

#### LABOR LAWS

For information, visit <http://hawaii.gov/labor/>

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### IDAHO

#### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators. The IECC is working on establishing those standards with the help of their PSAP Sub-Committee; The Sub-committee has put together a training manual which has been approved by the Idaho Sheriff's Association, the Idaho Chiefs of Police Association and POST Academy. The Training Manual, upon the gathering of this data, was going to press to be distributed to each PSAP in Idaho in January 2010; the PSAP Sub-Committee is developing a website where this information will be available and accessible.

#### RETIREMENT BENEFITS

Idaho full-time Dispatchers are covered by Idaho PERSI as is any full-time employee of any state, county or city government. For more information, visit Idaho PERSI's website at <http://www.persi.state.id.us/>

#### LABOR LAWS

For information, visit <http://labor.idaho.gov/dnn/idl/laborlaws/tabid/667/default.aspx>

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### ILLINOIS

#### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

**P33 Certified:** *Naperville Public Safety Answering Point*

#### RETIREMENT BENEFITS

Defined benefits (mandatory participation) Illinois Municipal Retirement Fund \*IMRF can be found at <http://www.imrf.org/>. The voluntary contribution plan (457) International City/County Management Association (ICMA-RC) <http://www.icmarc.org/>

#### LABOR LAWS

For information, visit <http://www.state.il.us/agencyidol/laws/laws.htm> .

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

INDIANA

TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators. A training standard related to EMD can be found in Indiana Code 16-31-3.5. For further, visit <http://www.in.gov/legislative/ic/code/title16/ar31/ch3.5.html>.

RETIREMENT BENEFITS

No information provided.

LABOR LAWS

No information provided.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

IOWA

TRAINING STANDARDS

A training requirement within the first year exists. For further information visit <http://www.state.ia.us/ilea/Telecom.htm>.

**P33 Certified:** *City of Cedar Rapids Joint Communications Agency*

RETIREMENT BENEFITS

For information, visit <http://www.ipers.org/>.

LABOR LAWS

For information, visit <http://www.iowaworkforce.org/labor/>. Links are on the lower left of the page.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

KANSAS

TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

RETIREMENT BENEFITS

For information, visit [www.kpers.org](http://www.kpers.org)

LABOR LAWS

For information, visit [www.dol.ks.gov](http://www.dol.ks.gov).

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

KENTUCKY

TRAINING STANDARDS

Yes, there are public safety communications training standards in Kentucky. KLEC (Kentucky Law Enforcement Council) governs training for all of the state law enforcement and public safety communications. Every Full-time Telecommunicator must complete 135 hours of academy training. If a center has a NCIC terminal in it, then Telecommunicators must complete an additional 40 hours totaling 175 hours of academy training. A Full-Time Telecommunicator must complete 8 hours of in-service training every year. Those Telecommunicators who have taken the NCIC training must complete 4 hours of in-service training each year in addition to the required 8 hours of training. There are no state requirements for Part Time employees – this is left to the discretion of the center.

RETIREMENT BENEFITS

Public Safety Telecommunicators are employees of the local government and are covered by the state retirement program.

LABOR LAWS

For more information, please visit <http://www.labor.ky.gov/>.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Public Safety Telecommunicators in the state of Kentucky are considered Public Safety employees.

LOUISIANA

TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

RETIREMENT BENEFITS

Covered under the agency's retirement system.

LABOR LAWS

No information provided.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Generally, Public Safety Telecommunicators are considered "essential" personnel and are considered Public Safety employees.

MAINE

TRAINING STANDARDS

Training standards required within Maine for Public Safety Telecommunications can be found at <http://www.mainelegislature.org/legis/statutes/26/title26ch0sec0.html>. See section 3-A training, basic training & continuing education. Also, <http://www.mainelegislature.org/legis/statutes/25/title25sec2927.html>; see funding section for required EMD training for all Public Safety Telecommunicators.

#### RETIREMENT BENEFITS

Generally, dispatchers are covered as participating members of the state run employee retirement program. Some communities have alternate programs, may offer other benefits in lieu of state retirement. Visit <http://www.msrs.org>

#### LABOR LAWS

For information, visit <http://www.mainelegislature.org/legis/statutes/26/title26ch0sec0.html>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Subject to debate, depending upon who you ask that question; although not clearly defined by any statute or regulation, Public Safety Telecommunicators are generally considered public safety employees and they consider themselves as the "first, first responders." In Maine they are in a changing evolution as to how they are seen in the profession. Certainly with our increasing training and certification criteria, they are getting more recognition as a true profession.

### MARYLAND

#### TRAINING STANDARDS

Training standards are described in COMAR and are regulated and inspected by the Emergency Number Systems Board under the direction of the Secretary of Public Safety and Correctional Services. The legislative code number is 12.11.03.10. For further, visit [www.dsd.state.md.us/comar.aspx](http://www.dsd.state.md.us/comar.aspx)

#### RETIREMENT BENEFITS

Generally, in each county the people in Communications fall under their respective general county retirement plan. There may be a couple who fall under the general state employee retirement plan. There is no known differentiation between 911 operators or public safety telecommunications and all other general county employees. Different counties do provide different percentages.

#### LABOR LAWS

For information, visit [www.dllr.state.md.us](http://www.dllr.state.md.us)

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes.

### MASSACHUSETTS

#### TRAINING STANDARDS

The State 911 Department offers individual classes and a 6 week academy free of charge to any PSAP [http://www.mass.gov/?pageID=eopsterminal&L=5&L0=Home&L1=Crime+Prevention+%26+Personal+Safety&L2=Report+an+Emergency&L3=Enhanced++911&L4=Training+and+Programs&sid=Eeops&b=terminalcontent&f=setb\\_academy&csid=Eeops](http://www.mass.gov/?pageID=eopsterminal&L=5&L0=Home&L1=Crime+Prevention+%26+Personal+Safety&L2=Report+an+Emergency&L3=Enhanced++911&L4=Training+and+Programs&sid=Eeops&b=terminalcontent&f=setb_academy&csid=Eeops)

Communication personnel shall be trained and have the highest level of experience possible within available resources. Training should include, but is not limited to, the 9-1-1 Call Handling Procedures set forth in the Public Safety Answering Point Administration and Training Sections of the Massachusetts Standards, 560 CMR, Appendix A All 9-1-1 call takers must complete a minimum of two days of training certifying them to operate the Enhanced 9-1-1 system. The areas of training are detailed within this document at this link, the state standard for Enhanced 911 <http://www.mass.gov/Eeops/docs/setb/standards.pdf>

#### RETIREMENT BENEFITS

Massachusetts has numerous public pension systems which are all overseen by PERAC (Public Employee Retirement Administration Commission). For more information, please visit: <http://www.mass.gov/perac/related.htm>

#### LABOR LAWS

For more information, please visit:

[http://www.mass.gov/?pageID=elwdagencylanding&L=4&L0=Home&L1=Government&L2=Departments+and+Divisions+\(EOLWD\)&L3=Department+of+Labor&sid=Elwd](http://www.mass.gov/?pageID=elwdagencylanding&L=4&L0=Home&L1=Government&L2=Departments+and+Divisions+(EOLWD)&L3=Department+of+Labor&sid=Elwd)

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Many are considered Public Safety employees, some are considered First Responders, there is nothing standardized or mandated at this time.

### MICHIGAN

#### TRAINING STANDARDS

Proposed training standards are in development. For more information, visit

[http://www.michigan.gov/documents/msp/Training\\_Recommendations\\_final\\_reports>\\_10-22-2007\\_219712\\_7.pdf](http://www.michigan.gov/documents/msp/Training_Recommendations_final_reports>_10-22-2007_219712_7.pdf)

#### RETIREMENT BENEFITS

State, County, Townships, Municipal or individual authorities have quite a variety of retirement programs.

#### LABOR LAWS

For information, visit [http://www.michigan.gov/dleg/0,1607,7-154-10573\)35828000,00.html](http://www.michigan.gov/dleg/0,1607,7-154-10573)35828000,00.html)

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Generally yes. Again, it depends upon who they work for, but the general designation is First Responder.

### MINNESOTA

#### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

#### RETIREMENT BENEFITS

The majority of Public Safety Telecommunicators are eligible to participate in PERA (Public Employee Retirement Association). For more information, please visit: [www.mnpera.org](http://www.mnpera.org)

#### LABOR LAWS

For more information, please visit: <http://www.dli.mn.gov/main.asp>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Public Safety Telecommunicators are considered Public Safety employees. Whether or not they are considered First Responders probably varies from agency to agency.

### MISSISSIPPI

#### TRAINING STANDARDS

The Board of Emergency Telecommunications Standards and Training (BETST) Professional Certification Policy and Procedures Manual, Mississippi defines training requirements of Public Safety Telecommunicators. For further information visit: [http://www.dps.state.ms.us/dps/dps.nsf/allforms/65A5CA97BGF3FDD86256D2E007556A1/\\$File/BETST%20Policy%20&%20Procedures%20manual%20-%20SOS%20v2009%20-%20rev%2004-03-2009.pdf?Open](http://www.dps.state.ms.us/dps/dps.nsf/allforms/65A5CA97BGF3FDD86256D2E007556A1/$File/BETST%20Policy%20&%20Procedures%20manual%20-%20SOS%20v2009%20-%20rev%2004-03-2009.pdf?Open) Element and <http://www.dps.state.ms.us/dps/dps.nsf/divpages/ps2ost--emt-requirements?OpenDocument>

#### RETIREMENT BENEFITS

Public Safety Telecommunicators are covered by the state or local Public Safety or general government employee retirement programs. Different agencies do different things. For more information, visit <http://www.pers.state.ms.us/>.

#### LABOR LAWS

For information, visit <http://www.laborlawtalk.com/archive/index.php/f-73.html>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes, in name only. It appears there is a self-imposed title of Public Safety; however, the same benefits available to fire and law enforcement services as part of the public safety team are not afforded to Public Safety Telecommunicators.

### MISSOURI

#### TRAINING STANDARDS

Training standards are applicable in Missouri and are currently under revision. For more information, visit

<http://sema.dps.mo.gov/911/911Page.htm>

#### RETIREMENT BENEFITS

No information provided.

#### LABOR LAWS

For information, visit <http://www.dolir.mo.gov/>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Not officially.

### MONTANA

#### TRAINING STANDARDS

Training standards applicable in Montana can be found in Montana Code 7-31203. For more information, visit

[http://data.opi.mt.gov/bills/mca\\_toc/7.htm](http://data.opi.mt.gov/bills/mca_toc/7.htm)

#### RETIREMENT BENEFITS

Montana has different configurations of PSAPs. Some are under County/City and some are governed by Boards. The retirement system, for the most part, is under PERS which is a 30 year system. Some are under the SRS or Sheriff's Retirement System which provides for 20 year retirement eligibility. Montana passed a law in 2005 that included Detention Officers in the SRS. Some dispatchers who work in a center with a detention center may qualify as Detention Officers. For recent activities, see

<http://data.opi.mt.gov/bills/2005/billhtml/SB0370.htm>

#### LABOR LAWS

For information, visit <http://dli.mt.gov/resources/laws.asp#stlaws>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

For information, visit <http://data.opi.mt.gov/bills/mcs/44/4/44-4-401.htm>

### NEBRASKA

#### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

**P33 Certified:** *Lincoln Emergency Communications*

#### RETIREMENT BENEFITS

In Lincoln, a local bargaining unit negotiates salaries and benefits. Pension is considered part of compensation for comparability. The City of Lincoln matches \$2 for every \$1 the employee contributes; however City/County, at the time the information was gathered, was exploring negotiating this to a \$1 for \$1 match in future labor contracts with all of the City's bargaining units (there are three (3), plus separate pensions for both police and fire). If adopted, this would apply only to newly hired personnel.

#### LABOR LAWS

For information, visit <http://www.dol.nebraska.gov/>. In addition to this, much of our salaries/benefits are governed by the Commission of Industrial Relations (CIR) – this is where comparability and other factors come into play and where disputes are settled. For additional, visit <http://www.ncir.ne.gov/>.

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

## NEVADA

### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators. A Governor appointed committee was established approximately 4 years ago. It was subsequently disbanded by the Governor approximately 2 years later without ever meeting.

### RETIREMENT BENEFITS

For information, visit [www.nvpers.org](http://www.nvpers.org).

### LABOR LAWS

For information, visit [www.laborcommissioner.com](http://www.laborcommissioner.com).

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes - considered Public Safety. Not considered First Responders.

## NEW HAMPSHIRE

### TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

### RETIREMENT BENEFITS

Public Safety Telecommunicators are included in Group I of the NH Retirement System. For information, visit <http://www.nhrs.org/>.

### LABOR LAWS

For information, visit <http://www.labor.state.nh.us/>

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes – considered Public Safety. Not considered First Responders.

## NEW JERSEY

### TRAINING STANDARDS

Telecommunicators are required to complete a 40 hour basic communications course. If the center does EMD, telecommunicators are also responsible for EMD: 8 hour CPR and 32 hour EMD. For EMD agencies, recertification is required every 3 years with 24 hours of Continuing Telecom Education. The State Regulations indicates the EMD program must utilize EMD guidecards approved by the State Department of Health and Senior Services and must meet ASTM Standard F 1552 and follow the NHTSTA, EMD National Standard Curriculum. However, the regulation is not vendor-specific. This legislation can be found at the State Web Site <http://www.nj.gov/911/resource/reg/index.html>: 9-1-1 Emergency Telecommunication System, N.J.A.C.17:24. Specifications for training are found under 17:24-2.2 and 17:24-3.2.

### RETIREMENT BENEFITS

No information provided.

### LABOR LAWS

No information provided.

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No information provided.

## NEW MEXICO

### TRAINING STANDARDS

The New Mexico Department of Public Safety certifies Public Safety Telecommunicators within one year of their hire date. The course requires 120 hours of classroom training, written tests and two practical exams. The 911 regulations (administered by the Department of Finance & Administration) require 20 hours of continuing education every two (2) years for telecommunicators. If the agency provides Emergency Medical Dispatch, additional training requirements may apply.

### RETIREMENT BENEFITS

They are considered the same as general employees, not public safety and in fact this year the requirement went from 25 years of service to 30 years of service before telecommunicators are eligible to retire. For more information, visit

<http://www.pera.state.nm.us/>

### LABOR LAWS

For more information, please visit <http://www.dws.state.nm.us/>

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

It is agency specific, nothing statewide.

## NEW YORK

### TRAINING STANDARDS

Training requirements for Public Safety Telecommunicators in New York may be found at

<http://www.dos.state.ny.us/fire/911program/911notices.htm>.

### RETIREMENT BENEFITS

For information, visit <http://www.osc.state.ny.us/retire/>

### LABOR LAWS

For information, visit <http://www.labor.ny.us/>

### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Generally considered public safety, but it depends on the agency.

## NORTH CAROLINA

### TRAINING STANDARDS

No training standard reportedly exists statewide and applicable to all Public Safety Telecommunicators. In North Carolina, a Telecommunicator Certification Course that is mandatory for those telecommunicators who work under the direction of a Sheriff. The course is a total 47 hours, which is covered in six days. It is offered through the NC Justice Academy, the NC Community College system and local agencies who become accredited through the NC Community College system and local agencies, who become accredited through the NC Sheriff Education and Training Standards Commission. You can read more about this at [www.ncdoj.gov](http://www.ncdoj.gov), click on law enforcement, and then click on Sheriff's standards on the left side of the page. In addition to the certification course, those who take that training and become "certified," as of January 1, 2007 are required to take sixteen (16) hours of mandatory in-service training. The topics and their hours change annually. The lesson plans are created by the NC Justice Academy and then disseminated to all who will deliver the training and meet the General Instructor Certification through the state of North Carolina. Those who do not take the required training from January 1 to December 31 of the given year are subject to their certification being suspended until they come into compliance.

**P33 Certified:** *Durham Emergency Communications Center*

**P33 Certified:** *Raleigh-Wake Emergency Communications*

#### RETIREMENT BENEFITS

In North Carolina it depends upon whether you work for a Sheriff's office, a municipality, city agency or state agency as to which kind of retirement system your monies go into. Currently, there is 30 years mandatory for public safety personnel. There has been talk about making it a 20 or 25 year retirement; however, to date that has not been approved.

#### LABOR LAWS

For information, visit [www.Nclabor.com](http://www.Nclabor.com)

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes. In North Carolina, we are considered Public Safety Telecommunicators and/or Justice Officers. as referred to by statute synonymously.

### **NORTH DAKOTA**

#### TRAINING STANDARDS

No defined training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

#### RETIREMENT BENEFITS

Each communications center sets their own retirement policies.

#### LABOR LAWS

For information, visit <http://www.nd.gov/labor>.

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### **OHIO**

#### TRAINING STANDARDS

No defined training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

**P33 Certified:** *Hamilton County Department of Communications*

**P33 Certified:** *Cincinnati Police Communications Section*

#### RETIREMENT BENEFITS

Most Telecommunicators employed by the public sector are covered by Ohio's Public Employees Retirement System (<https://www.opers.org>). Many larger cities (population 100,000 or greater) maintain their own retirement system.

#### LABOR LAWS

For information, visit <http://www.com/ohio.gov/laws/>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### **OKLAHOMA**

#### TRAINING STANDARDS

No defined training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

#### RETIREMENT BENEFITS

Oklahoma Highway Patrol Dispatchers have early retirement. Most county and local agencies do not and fit into general retirement programs. For more information, visit <http://www.ok.gov/redirect.php?link+id=401>.

#### LABOR LAWS

For information, visit <http://www.ok.gov/odol/>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### **OREGON**

#### TRAINING STANDARDS

Defined training certifications applicable to Public Safety Telecommunicators and managed through the Oregon Department of Public Safety Standards and Training (DPSST). They are the same agency that oversee policy and fire training certifications. For more information visit, <http://www.oregon.gov/DPSST/SC/docs/Rules/259-008-0011revisedtext5-20-09.pdf>. The DPSST works closely with the Oregon Chapter of APCO in defining its statewide training requirements for Telecommunicators.

#### RETIREMENT BENEFITS

There are a variety of governance models in Oregon. Some PSAPs are under a city or county and included in PERS or something similar. Some are "special districts" and have their own tax base; some are under the Oregon Revised Statute which is run by an intergovernmental council and not in PERS.



#### LABOR LAWS

For information, visit <http://www.oregon.gov/BOLI/>. This is the link to the State of Oregon's Bureau of Labor.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes.

#### PENNSYLVANIA

##### TRAINING STANDARDS

Defined training standards applicable to Public Safety Telecommunicators in Pennsylvania can be located at [http://www.pema.state.pa.us/portal/server.pt/community/programs\\_and\\_services/4547/911\\_program/458019](http://www.pema.state.pa.us/portal/server.pt/community/programs_and_services/4547/911_program/458019).

**P33 Certified:** York County 9-1-1

##### RETIREMENT BENEFITS

Depends on the employer.

##### LABOR LAWS

For information, visit <http://www.dli.state.pa.us/>

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Depends on the employer.

#### RHODE ISLAND

##### TRAINING STANDARDS

No information provided.

##### RETIREMENT BENEFITS

No information provided.

##### LABOR LAWS

No information provided.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No information provided.

#### SOUTH CAROLINA

##### TRAINING STANDARDS

Defined training standards applicable to Public Safety Telecommunicators in South Carolina can be located at [www.sccja.org](http://www.sccja.org). Training is provided through the South Carolina Criminal Justice Academy 911 training.

##### RETIREMENT BENEFITS

Telecommunicators are covered under the SC State Retirement System unless an agency chooses to contribute extra to make them a part of the SC Law Enforcement Officer's retirement system. For more information, visit <http://www.retirement.sc.gov/>.

##### LABOR LAWS

South Carolina is a "right to work" state. For information on SC labor laws, visit <http://www.lir.state.sc.us/>

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

#### SOUTH DAKOTA

##### TRAINING STANDARDS

There is a two (2) week mandatory training for new telecommunicators hosted by the Law Enforcement Training Center (LET Center). For more information, visit <http://dci.sd.gov/let/index.htm>

##### RETIREMENT BENEFITS

The Public Safety Telecommunicators in South Dakota are covered under the same provisions as other general government employees. For more information, visit <http://dol.sd.gov/bdcomm/dolerb/erbminute062906.pdf>

##### LABOR LAWS

For information, visit <http://dol.sd.gov/>

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes – considered public safety.

#### TENNESSEE

##### TRAINING STANDARDS

Defined training required in Tennessee for Public Safety Telecommunicators requires no less than 40 hours of training.

##### RETIREMENT BENEFITS

For information, visit [http://www.emergencydispatch.org/res\\_legislation.php](http://www.emergencydispatch.org/res_legislation.php)

##### LABOR LAWS

For information, visit [http://www.emergencydispatch.org/res\\_legislation.php](http://www.emergencydispatch.org/res_legislation.php)

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

For more information, visit [http://www.emergencydispatch.org/res\\_legislation.php](http://www.emergencydispatch.org/res_legislation.php)

#### TEXAS

##### TRAINING STANDARDS

Defined training requirements for Public Safety Telecommunicators in Texas are mandated through Texas Occupation Code 1701.352: 4 year training cycle 2009 to 2013: There are no minimum training hour requirements; Required Courses (Texas

Occupation Code 1701.351(a-1) and 1701.352); 4 year training cycle 2009 to 2013: There are no required courses. For more information, visit [http://www.tcleose.state.tx.us/content/law\\_enforcement\\_tele.cfm](http://www.tcleose.state.tx.us/content/law_enforcement_tele.cfm)

#### RETIREMENT BENEFITS

They are usually covered by the retirement program that the city or state agency is a part of. In Texas, we have the TMRS for a lot of local government agencies. For more information, please visit: [www.tmrs.org](http://www.tmrs.org)

#### LABOR LAWS

Texas follows federal labor laws

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Public Safety Employees

### UTAH

#### TRAINING STANDARDS

The required certifications in Utah are BCI (for police dispatch agencies) and EMD as per the BEMS rules for dispatch center designation. Utah does have POST certification, and although it is not mandated, the majority of dispatchers in the state are certified. Some agencies thru-out the state have used APCO's CTO Certification program, but it is not mandated and each agency has trainer specifics. BEMS accepts several EMD programs (Priority Dispatch, a state system developed years ago, APCO). POST: 40 hour course initially with 20 hours annually; EMD: 12 hours annually; BCI does not have required recertification hours, but an operator must recertify every 2 years. State legislation for EMS designations and also for POST (although POST is not mandatory). When POST certification was developed, dispatchers were grandfathered in as long as they had other required certifications (EMD, BCI, and CPR). The grandfathering only applied in the first year of the certification program being implemented, and only for those who were employed at the time of the legislation passing. For additional information, visit

<http://publicsafety.utah.gov/post/portal/index.html>

#### RETIREMENT BENEFITS

Most are covered by state retirement. There is also ICMA, depending on how they are classified. For more information, visit <http://www.urs.org>

#### LABOR LAWS

For information, visit <http://www.laborcommission.utah.gov/index.html>. Most dispatch agencies work an 80 hour pay period/40 hour week. Shifts range from 8-10-12 hours and we have both full and part time dispatchers throughout the state.

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Varies from agency to agency. Some depending on whether they monitor inmates may be considered "sworn" versus civilian. Again, this depends on how they are classified at their agency and what their job duties entail.

### VERMONT

#### TRAINING STANDARDS

Defined training standards for Public Safety Telecommunicators include a "Certification." In order to be certified, candidates must 1) complete the Board's 40-hour basic telecommunicator course and achieve a passing grade on all exams; 2) complete the board's operations course and achieve a passing grade on all exams; and 3) receive CPR certification within the twelve months prior to attending the required training. Sixteen (16) hours of Continuing Education are required annually along with annual recertification of CPR. All the CTO training is under the departments' jurisdiction. Emergency communications training lasts anywhere from 4 months to one year.

#### RETIREMENT BENEFITS

Vermont 9-1-1 is a rather unique set up since we have direct involvement and oversight of the 9-1-1 call taking and call handling function statewide but we do not employ any of the call-takers. Some of our call-takers are employed by the State, some by Municipalities, some by County Government. They are mostly (if not all) union but under different jurisdictions.

#### LABOR LAWS

For more information, please visit: <http://www.labor.vermont.gov/>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Public Safety not first responders though many are responders with various local services.

### VIRGINIA

#### TRAINING STANDARDS

Defined training standard for Public Safety Telecommunicators in Virginia are governed by legislative mandate and facilitated through the Department of Criminal Justice Services (DCJS). The "mandated" training is unfunded and only mandates a curriculum for law enforcement dispatching and does not include FIRE/EMS/EMD training requirements. There are no requirements for in-service or continuing education for Public Safety Telecommunicators – no additional training ever is required after the initial certification. The VA Office of Emergency Medical Services (OEMS) encourages the training of dispatchers to facilitate EMD and provide an in-state accreditation program which includes a training requirement for EMD. EMD in Virginia is not required, but strongly suggested and fully supported by the OEMS. For more information, visit [www.dcjs.virginia.gov](http://www.dcjs.virginia.gov).

**P33 Certified:** Charlottesville-UVA-Albemarle County Emergency Communications Center

#### RETIREMENT BENEFITS

Public Safety Telecommunicators (Dispatchers) fall under the Virginia Retirement System which requires 30 years of service. For more information, visit <http://www.varetire.org/Members/Benefits/DefinedBenefit/Index.asp>. Some larger localities (Fairfax County) offer a 25 year retirement through a retirement plan offered solely through their County. Other public safety personnel, including corrections officers, are classified different and have a reduced retirement plan.

#### LABOR LAWS

Virginia is a 'right to work' state. For more information, see Title 16, Labor and Employment of the Virginia Administrative Code.

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No. To do so would require a legislative change in statute.

### WASHINGTON

#### TRAINING STANDARDS

There are no defined training standards reportedly existing statewide or applicable to Public Safety Telecommunicators in Washington. Many follow CJTC training. For more information, visit [www.cjtc.state.wa.us](http://www.cjtc.state.wa.us).

**P33 Certified:** Valley Communications Center

**P33 Certified:** North East King County Regional Public Safety Communication Agency (NORCOM)

#### RETIREMENT BENEFITS

For information, visit [www.drs.wa.gov](http://www.drs.wa.gov).

#### LABOR LAWS

For information, visit [www.lni.wa.gov](http://www.lni.wa.gov).

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

### WEST VIRGINIA

#### TRAINING STANDARDS

An unsubstantiated training requirement for Public Safety Telecommunicators compliance with APCO's 40 hour course is reported. For more information, visit <http://law.iustis.com/westvirginia/codes/24/wvc24-6-5.html>.

#### RETIREMENT BENEFITS

Most WV public employees are covered in some way by the Public Employee Retirement System. <http://www.wvretirement.com/> points to all public employee retirements in WV, but the first one (PERS) is the one that most have in WV.

#### LABOR LAWS

For more information, please visit: <http://www.wvlabor.com/newwebsite/Pages/index.html>

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No, they are all considered Public Employees, but would get no retirement over and above that of PERS. They do not, for example, qualify under either Sheriff's or State Police Trooper retirement.

### WISCONSIN

#### TRAINING STANDARDS

No defined training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

#### RETIREMENT BENEFITS

Each hiring authority decides the retirement process. Not all dispatchers are covered under the state retirement plan, but most are.

For more information, visit <http://etf.wi.gov/>.

#### LABOR LAWS

For more information, please visit: [http://www.dwd.state.wi.us/er/labor\\_standards\\_bureau/](http://www.dwd.state.wi.us/er/labor_standards_bureau/)

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Unsure; generally considered public safety but not first responders.

### WYOMING

#### TRAINING STANDARDS

A defined training standard reportedly exists statewide or applicable to Public Safety Telecommunicators through the Wyoming Peace Officer Standards and Training Program. For more information, visit <http://attorneygeneral.state.wy.us/post.htm>

#### RETIREMENT BENEFITS

Telecommunicators, statewide, are covered under the Law Enforcement plan at the Wyoming Retirement System. Telecommunicators at the Wyoming Highway Patrol have their own plan within the Wyoming Retirement System. For more information, visit <http://retirement.state.wy.us/>

#### LABOR LAWS

For information, visit <http://doe.wyo.gov/Pages/default.aspx>.

#### ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

Yes – considered public safety employees. Not considered first responders.