

Minimum Training Standards for Public Safety Telecommunicator

**July 2009 DRAFT for review and comment
by July 30, 2009**



APCO International

*The Association of Public-Safety Communications Officials -
International*

**Developed by APCO's Call Center Standards Committee with
the assistance from Public Safety Telecommunicators
throughout the nation.**

**Submit comments* for consideration by APCO's Call Center
Standards Committee by July 30, 2009 to
standards@apco911.org or fax: (386) 322-2501**

***When submitting comments, please reference the page number and paragraph number along with your comment and include your contact information (needed if the committee would like to follow-up with any questions or ask for additional information).**

All comments will be reviewed and considered, but please note this review is not part of the APCO American National Standard (ANS) process. The final draft will be submitted to APCO's Board of Officers and Executive Council for adoption. After adoption, the final draft will be submitted to APCO's Standards Development Committee for consideration to be submitted through the APCO ANS Process.

1 **Chapter 1: Introduction**

2
3 **1.1 Scope**

4 This APCO standard identifies the minimum training requirements for public safety
5 communications telecommunicators. This position is typically charged with receiving,
6 processing, transmitting, and conveying public safety information to dispatchers, law
7 enforcement officers, fire fighters, emergency medical and emergency management
8 personnel. This document seeks to define training in certain knowledge, skills, and
9 abilities to be provided to telecommunicators by the agency.

10
11 **1.2 Purpose**

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

19
20 **1.3 Definitions**

21 Most terms used throughout this document are defined as they appear in the text.
22 Additional definitions are provided below..

23
24 **1.3.1 Affective:** Deals with a person and how they act and feel. Emotions, feelings,
25 and different behaviors, such as a person's attitude, are characterizes of this
26 domain.¹

27
28 **1.3.2 The Americans With Disabilities Act (ADA):** A Federal law that requires all
29 Public Safety Answering Points (PSAPs) to provide direct and equal access to
30 emergency telephone services to individuals with disabilities who use
31 teletypewriters (TTYs), other communication devices or services.

32
33 **1.3.3 Basic Competency:** The unique traits, requisite knowledge, comprehension and
34 application of skills, and situational analysis leading to the appropriate response
35 to the caller, co-worker, other public safety stakeholders² or event(s) consistent
36 with general practices and locally defined parameters.

37
38 **1.3.4 Calls for Service:** A call that results in the provision of a public safety service or
39 response.
40

¹ Taxonomy of Education and Objectives

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

- 1 **1.3.5 Cognitive:** This is the part or domain that involves the mind and the intellect. It
2 is with thinking, and knowledge, and the ability of a person in intellectual
3 pursuit.³
4
- 5 **1.3.6 Demographics:** Characteristics and cultural composition of the service area.
6
- 7 **1.3.7 Hiring Authority/Agency (hereinafter: Agency):** The Agency or body that
8 defines the roles, responsibilities, policies and procedures, and performance
9 standards that direct the activity of the public safety communications
10 telecommunicator. In multi-discipline centers, the Agency governs the operation
11 providing call taking/dispatch and related services to customer agencies; in single
12 discipline centers, a single Agency may direct these services for one or more
13 departments within a service area. Both have the duty to define training
14 appropriateness, content, format, and continuing education requirements.
15
- 16 **1.3.8 Knowledge:** Fundamental understanding one must have in order to perform a
17 specific task.
18
- 19 **1.3.9 National Incident Management System/Incident Command System**
20 **(NIMS/ICS):** An organized method to define roles, responsibilities, and
21 standard operating procedures used to unify multiple disciplines in order to
22 manage emergency operations under one functional organization.⁴
23
- 24 **1.3.10 Psychomotor:** deals with the physical realm, manual skills, actions and
25 physical skills.⁵
26
- 27 **1.3.11 Public Safety Answering Point (PSAP):** A facility equipped and staffed to
28 receive emergency and non-emergency calls requesting public safety services via
29 telephone and other communication devices. A primary PSAP is a facility at
30 which emergency calls are first answered and triaged. The primary PSAP may
31 also be the point from which calls are dispatched. The secondary PSAP is the
32 point to which a primary PSAP transfers calls for service for dispatch or further
33 processing.
34
- 35 **1.3.12 Public Safety Communications First-Level Supervisor (Supervisor):** The first-
36 level public safety communications professional who is responsible for decision-
37 making, problem solving, and monitoring the work of subordinate public safety
38 telecommunicators. A supervisor promotes individual and organizational
39 performance to achieve the Agency mission, standards, and goals through
40 leadership and training in order to provide the highest possible level of public
41 safety communications services.
42

³ Taxonomy of Education and Objectives

⁴ Homeland Security Presidential Directive (HSPD)- 5

⁵ Taxonomy of Education and Objectives

1 **1.3.13 Public Safety Communications Telecommunicator (Telecommunicator):**The
2 individual employed by a public safety agency as the initial first-responder whose
3 primary responsibility is to receive, process, transmit and/or dispatch emergency
4 and non-emergency calls for law enforcement, fire, emergency medical and other
5 public safety services via telephone, radio, and other communication devices.
6

7 **1.3.14 Shall:** Within the context of this standard, “shall” indicates a mandatory
8 requirement.

9 **1.3.15 Should:** Within the context of this standard, “should” indicates a
10 recommendation.

11 **1.3.16 Trainee:** An individual being trained in any one of the disciplines covered by this
12 document.

13 **1.3.17 Written Directives:** A set of agency specific policies, procedures, rules,
14 regulations, and guidelines.

15 16 **Chapter 2 Agency Responsibilities**

17 18 **2.1 Scope**

19 While the majority of this document addresses the training of telecommunicator trainees,
20 this chapter outlines agency responsibilities for providing training to both new and
21 veteran telecommunicators in accordance with this standard.
22

23 **2.2 General Agency Responsibilities**

24 2.2.1 The Agency shall establish no less than these minimum training requirements
25 while complying with all local, state, and federal laws.⁶
26

27 2.2.2 The Agency shall define the baseline literacy requirements in addition to requisite
28 cognitive, affective, and psychomotor skills to achieve compliance with this
29 standard.
30

31 2.2.3 The Agency shall provide the trainee with information in both verbal and written
32 formats to present an orientation to the Agency to include, but not limited to:

- 33 • Break areas,
- 34 • building layout,
- 35 • emergency evacuation routes and plans,
- 36 • location of facilities,
- 37 • time keeping procedures, and
- 38 • work hours.

39
40 2.2.4 The Agency shall provide the trainee with information regarding response agency
41 resources⁷, including location of public safety service buildings⁸, apparatus and
42 equipment, and emergency planning documents.

⁶ To include, but not limited to: the ADA, Fair Labor Standards Act, and Equal Employment Opportunity laws.

1 2.2.5 The Agency shall provide the trainee with expectations regarding customer
2 service, personal conduct and behavior, courtroom demeanor, and ethical rules.

3 2.2.6 The Agency shall provide the trainee with information regarding access to and
4 participation in such programs as:

- 5 ■ Critical Incident Stress Management (CISM);
- 6 ■ Employee Assistance Program (EAP);
- 7 ■ Health and wellness programs;
- 8 ■ Stress management techniques; and,
- 9 ■ Safety/Risk Management Programs.

10
11 2.2.7 The Agency shall provide the trainee with appropriate state safety regulations
12 and, if applicable, rules of the Occupational Safety and Health Administration
13 (OSHA).

14
15 2.2.8 The Agency shall plan for and provide a detailed training curriculum to meet
16 agency needs as well as local, state, and federal requirements.

17
18 2.2.8.1 The Agency shall provide a written description of the training program,
19 benchmarks, and timelines.

20
21 2.2.8.2 The Agency shall establish detailed and defined performance
22 expectations, providing and ensuring a clear understanding of those
23 expectations.

24
25 2.2.8.3 The Agency shall ensure performance objectives are met by the
26 telecommunicator to prevent negligent retention.

27
28 2.2.8.4 The Agency shall ensure unacceptable performance challenges are
29 documented and addressed with the telecommunicator as they occur.

30
31 2.2.9 The Agency shall provide the opportunity for the telecommunicator to obtain and
32 attend necessary training in order to receive and maintain required certifications
33 or licenses.

34
35 2.2.9.1 The Agency shall clearly identify disqualifying actions of the
36 telecommunicator that could result in the loss of a certification or license.

37
38
39 2.2.10 The Agency shall have an established mechanism by which the job performance is
40 regularly reviewed and evaluated based upon accepted quality assurance or
41 improvement practices.
42

⁷ SWAT, K9, Dive, Search and Rescue, HAZMAT and other specialized responses.

⁸ Refers to fire stations, precincts, landing zones, and/or hospitals.

1 2.2.10.1 The Agency shall provide an environment wherein staff is encouraged to
2 participate regularly in performance reviews.
3

4 2.2.10.2 The Agency shall provide a mechanism during the performance review
5 wherein the telecommunicator can identify goals and objectives to be
6 accomplished in the course of employment. These goals and objectives
7 can serve the purpose of enhancing or enabling career development
8 within the agency.
9

10 2.2.11 The Agency shall ensure a fair and consistent application of the disciplinary
11 processes associated with performance.
12

13 2.2.12 The Agency shall provide a comprehensive overview to the telecommunicator and
14 instruction in the use of gateway or available technologies to facilitate radio
15 communications interoperability.
16

17 **2.3 Training Program Administration**

18 2.3.1 The Agency shall explain performance expectations both verbally and in writing.

19 2.3.2 The Agency shall provide the trainee with information regarding evaluation
20 methods, benchmarks, timelines, and available learning support tools and
21 methods.

22 2.3.3 The Agency shall maintain a complete training record for all telecommunicators
23 according to applicable retention guidelines.

24 2.3.4 The Agency shall monitor the performance of the telecommunicator, to ensure
25 that daily efforts are consistent with the acceptable standards of call handling
26 and dispatching responsibilities.

27 2.3.5 The Agency shall use a standard set of written guidelines that clearly identify and
28 explain specific performance expectations to evaluate trainee performance.

29 2.3.6 The Agency shall provide the trainee with information on how and to whom they
30 may address training issues and concerns.

31 2.3.7 The Agency shall require and ensure no less than twenty-four hours of continuing
32 education or recurrent training for each telecommunicator annually.⁹

33 **Chapter 3 Organizational Integrity**

34 **3.1 Scope**

35 This chapter discusses the issues related to organizational integrity. Topics include the

⁹ This twenty-four hour requirement is inclusive of CALEA and other local, state, or federal requirements.

1 mission and values of the profession in general and the Agency specifically, the scope of
2 the telecommunicator's authority, confidentiality, and liability.

3 3.2 The trainee shall identify formal and informal values that relate to his/her role as a
4 telecommunicator and their Agency's specific mission and values.

5 3.3 The trainee shall be able to articulate the Agency's expectations of professional conduct.

6 3.4 The trainee shall demonstrate a comprehension of duties and essential functions of the
7 position.

8 3.5 The trainee shall demonstrate a comprehension of their scope of authority within the
9 position.

10 3.6 The trainee shall demonstrate proper application of the Agency's written directives.

11 3.7 The trainee shall demonstrate an understanding of the Agency's Chain of Command.

12 3.8 The trainee shall demonstrate the ability to apply local, state, or federal statutes or
13 codes as appropriate.

14 3.9 The trainee shall demonstrate the ability to comply with governmental or industry
15 professional requirements.¹⁰

16 3.10 **Confidentiality:** The trainee shall demonstrate comprehension and application of the
17 Agency's confidentiality policies and rules regarding the discussion or release of
18 information acquired in the workplace to the public, the media, or others. Such
19 information may include, but is not limited to:

- 20 • Data systems accessible through local, state, or federal networks;¹¹
- 21 • Information contained in calls for service;¹²
- 22 • Information gained through the 9-1-1 or E9-1-1 system; and/or
- 23 • Records management systems.

24 3.11 **Liability:** The trainee shall demonstrate comprehension of general liability concepts and
25 terms as well as a comprehension of specific liability issues associated with the position
26 including the most notable areas of litigation in public safety communications.

27 Chapter 4 General Skills and Knowledge

¹⁰ Applies to information regarding states' certifications, standards, etc

¹¹ NCIC, NLETS, criminal justice information systems, etc.

¹² Medical (HIPAA), juvenile and other calls of a sensitive nature.

1 **4.1 Scope**

2 This chapter provides an overview of the general skills and knowledge that are common
3 among high performing incumbent telecommunicators.

4 **4.2 General Skills of Telecommunicators**

5
6 High performing incumbent telecommunicators have been identified as having the
7 following abilities in common: the ability to think critically; to provide effective
8 customer service; actively listen; to make quick, workable decisions; to solve problems;
9 to work effectively with others; and to communicate effectively both verbally and in
10 writing.

11
12 4.2.2 Telecommunicators shall demonstrate the application of effective interpersonal
13 communication skills, which include:

14
15 Active listening; Clear enunciation of radio transmissions; the ability to be
16 concise in spoken and written communications; appropriate use of Agency
17 terminology, codes, and signals; an understanding of plain speech techniques; the
18 use of an Agency defined phonetic alphabet; the use of generally accepted
19 customer service skills; and the ability to communicate with co-workers on a
20 professional level.

21
22 **4.3 General Knowledge for Telecommunicators**

23 The following general areas of knowledge have been identified as critical for
24 telecommunicators regardless of their area of public safety expertise. The Agency should
25 require that the trainee demonstrate proficiency in at least the following areas.

26
27 4.3.1 The trainee shall demonstrate comprehension of jurisdictional boundaries and
28 geography.

29
30 4.3.2 The trainee shall demonstrate proper application of Agency terminology.

31
32 4.3.3 The trainee shall demonstrate an awareness of and respect for diverse populations
33 within the Agency’s service area.

34
35 4.3.4 The trainee shall demonstrate the ability to identify and properly utilize Agency
36 resources.

37
38 4.3.5 The trainee shall demonstrate comprehension of their role in: Incident Command
39 Systems (ICS); National Incident Management Systems (NIMS); State or local
40 emergency operations plans; and Tactical Interoperable Communication Plan
41 (TICP).

42
43 **Chapter 5 Tools, Equipment, and Technology**

44
45 **5.1 Scope**

1 This chapter addresses the need for trainees to demonstrate proficiency on all
2 appropriate tools, equipment, and technology they may be expected to operate within the
3 communications center. The Agency should require trainees to demonstrate proficiency
4 in the following areas.

5
6 5.2 The trainee shall demonstrate the ability to access and update incident data in accordance
7 with Agency directives.

8
9 5.3 The trainee shall demonstrate the ability to operate Agency radio systems within
10 established parameters.

11
12 5.4 The trainee shall demonstrate the ability to operate Agency computer systems within
13 established parameters.

14
15 5.5 The trainee shall demonstrate the ability to operate Agency records management systems
16 within established parameters.

17
18 5.6 The trainee shall demonstrate the ability to maintain Agency equipment functionality
19 within established parameters.

20
21 5.7 The trainee shall demonstrate the ability to operate Agency telephone systems
22 within established parameters.

23 24 **Chapter 6 Professional Competence**

25 26 **6.1 Scope**

27 This chapter identifies those components within Public Safety Communications that are
28 critical for enhancing the professional competence of all public safety
29 telecommunicators (both new and veteran workers). Some of these components have
30 been outlined within this document while others have been identified as being necessary
31 for developing, maintaining, and enhancing the knowledge, skills, and abilities of
32 telecommunicators. While the Agency has some responsibility for facilitating the
33 development of the telecommunicator's professional competence, this chapter places
34 primary accountability on the telecommunicator.

35 36 **6.2 General**

37
38 6.2.1 The telecommunicator is responsible for his own learning in the course of
39 training.

40
41 6.2.2 The telecommunicator is responsible for asking clarifying questions to ensure a
42 thorough knowledge and understanding of the curriculum.

43
44 6.2.3 The telecommunicator is responsible for providing honest and specific feedback,
45 to their trainers, regarding learning style preferences or issues that impact his
46 learning.

- 1
2 6.2.4 The telecommunicator is responsible for providing input to improve or enhance
3 the curriculum in an effort to ensure current information is taught.
4
5 6.2.5 The telecommunicator is responsible for always presenting himself in a
6 professional manner, being on time, being prepared and ready to learn and
7 actively participate in their own learning
8
9 6.2.6 The telecommunicator shall be prepared to meet requirements of the learning
10 environment or facility.
11
12 6.3 Telecommunicators shall demonstrate the ability to meet and/or exceed performance
13 standards set by both the Agency and outside sources.
14
15 6.3.1 The telecommunicator shall demonstrate job proficiency in assigned job tasks.
16
17 6.3.2 The telecommunicator shall comply with department, local, state, or federal
18 regulations.
19
20 6.3.3 The telecommunicator shall actively seek and be receptive to feedback and review
21 of his performance.
22
23 6.3.4 The telecommunicator shall identify professional goals that can be supported by
24 the Agency.
25
26 6.3.5 The telecommunicator shall take advantage of career development opportunities.
27
28 6.3.6 The telecommunicator shall take responsibility for his own professional career
29 development by actively seeking developmental opportunities to enhance his job
30 knowledge and skills.
31
32 6.3.7 The telecommunicator shall strive to improve performance challenges identified
33 through the evaluation process.
34
35 6.4 Telecommunicators shall demonstrate the ability to comply with all Standard Operating
36 Policies (SOPs) and Guidelines established by the Agency.
37
38 6.4.1 The telecommunicator shall remain current and informed of all policies and
39 guidelines.
40
41 6.4.2 The telecommunicator shall demonstrate the appropriate application of policies or
42 guidelines.
43
44 6.4.3 The telecommunicator shall recommend updates to policies and guidelines when
45 appropriate.
46

- 1 6.5 Telecommunicators should demonstrate the ability to utilize network opportunities when
2 appropriate.
3
- 4 6.5.1 The telecommunicator should take advantage of opportunities to network both
5 within the public safety community and within the community for which they
6 provide service.
7
- 8 6.5.2 The telecommunicator should recognize networking opportunities presented in
9 concert with training opportunities, professional affiliations, and community
10 outreach.
11
- 12 6.6 Telecommunicators should review professional publications in order to enhance
13 professional competence and remain up-to-date on developments within the profession.
14
- 15 6.6.1 The telecommunicator should read professional publications, when possible, to
16 remain up-to-date on current events affecting the public safety communications
17 industry.
18
- 19 6.6.2 The telecommunicator should have an awareness of professional publications that
20 identify, regulate, or mandate activities associated with public safety emergency
21 communications.
22
- 23 6.7 Agency responsibilities for helping the telecommunicator meet or exceed performance
24 standards.
25
- 26 6.7.1 The Agency shall plan for and provide a detailed training curriculum to meet
27 agency needs as well as local, state, and federal requirements.
28
- 29 6.7.2 The Agency shall provide a written description of the training program,
30 benchmarks, and timelines.
31
- 32 6.7.3 The Agency shall provide the opportunity for the telecommunicator to obtain and
33 attend necessary training in order to receive required certifications or licenses.
34
- 35 6.7.4 The Agency shall provide an avenue for the telecommunicator to maintain all
36 certifications or licenses required of the job.
37
- 38 6.7.5 The Agency shall clearly identify all expectations of the telecommunicator that
39 could result in the loss of a certification or license.
40
- 41 6.7.6 The Agency shall establish detailed and defined performance expectations,
42 ensuring a clear understanding of those expectations.
43
- 44 6.7.7 The Agency shall have an established mechanism by which job performance is
45 regularly reviewed and evaluated based upon accepted quality assurance or
46 improvement practices.

- 1
2 6.7.8 The Agency shall provide an environment wherein the telecommunicator is
3 encouraged to participate regularly in performance reviews.
4
5 6.7.9 The Agency shall ensure performance objectives are met by the telecommunicator
6 to help prevent a claim of negligent retention.
7
8 6.7.10 The Agency shall ensure unacceptable performance is addressed as it occurs.
9
10 6.7.11 The Agency shall ensure a fair and consistent process in the development of and
11 carrying out of disciplinary processes associated with performance.
12
13 6.7.12 The Agency shall provide a mechanism during the performance review that
14 allows the telecommunicator to develop goals and objectives to be accomplished
15 in the course of employment. These goals and objectives can serve to enhance or
16 enable career development within the agency.
17
18 6.8 Agency responsibilities for helping the telecommunicator comply with all Standard
19 Operating Polices (SOPs) and Guidelines established by the Agency.
20
21 6.8.1 The Agency shall provide current and up-to-date policies and guidelines by
22 regularly reviewing and revising such documents as necessary.
23
24 6.8.2 The Agency shall ensure policies and guidelines are readily available to
25 telecommunicators for review and reference.
26
27 6.8.3 The Agency shall ensure that telecommunicators regularly review policies and
28 guidelines as necessary.
29
30 6.9 Agency responsibilities for assisting the telecommunicator in utilizing networking
31 opportunities.
32
33 6.9.1 The Agency shall encourage and support, to the extent possible, personal
34 development and growth of telecommunicators through the provision of
35 networking opportunities both with and outside of the Agency and service area
36
37 6.9.2 The Agency shall identify opportunities wherein telecommunicators can network
38 both within the public safety community and within the community for which
39 they provide service.
40
41 6.10 Agency responsibilities for assisting the telecommunicator in the review of professional
42 publications.
43
44 6.10.1 The Agency should, when possible, subscribe to professional publications and
45 make those publications available to its employees.
46

1 6.10.2 The Agency can, when applicable use the contents of professional publications to
2 enhance employee knowledge and skills and use such publications as a resource
3 for providing in-service educational opportunities.
4

5 6.10.3 The Agency shall make readily available professional publications that identify
6 regulations, recommendations, or mandates within the public safety
7 communications industry (i.e. National Emergency Response Plan, OSHA, APCO
8 Standards, etc.).
9

10 **Chapter 7 Public Safety Call Taker**

11 **7.1 Scope**

12 This chapter identifies the minimum training requirements for a public safety
13 communications call taker (hereinafter referred to as a call taker). A call taker is one who
14 processes incoming calls while providing a high level of customer service through the
15 analyzing, prioritizing, and disseminating of information to aid in the safety of the public
16 and responders.

17 7.2 The trainee shall demonstrate the ability to answer calls within Agency expectations.

18 7.2.1 The Trainee shall demonstrate the ability to apply procedures to answer calls
19 within Agency parameters while projecting a professional demeanor.

20 7.2.2 The trainee shall demonstrate the ability to obtain, verify, and analyze incident
21 information to include, location, reporting party contact information, nature, and
22 severity of the incident while applying effective communication skills to control
23 the flow of the call.

24 7.2.3 The trainee shall demonstrate the ability to synthesize all available information to
25 identify conditions that may affect public and responder safety.

26 7.3 The trainee shall demonstrate the ability to accurately document all incident information
27 to include, but not limited to incident urgency details, establish call priority, and
28 appropriately label call types.

29 7.4 The trainee shall demonstrate the ability to manage challenging callers including, but not
30 limited to communications impaired callers and callers with limited English language
31 proficiency.

32 7.5 The trainee shall verify, document, relay initial dispatch information, and provide updates
33 as necessary to process calls for service.

34 7.5.1 The trainee shall provide callers with any agency approved pre-arrival instructions
35 and inform the caller of actions being taken to respond to his requests for service.

1 7.6 The trainee shall complete telephone reports, provide appropriate referrals, transfer, and
2 terminate calls or place outgoing calls in accordance with Agency policy.

3

DRAFT

1 **Chapter 8 Law Enforcement Dispatcher**
2

3 **8.1 Scope**

4 This chapter identifies the minimum training requirements for a public safety law
5 enforcement dispatcher. A law enforcement dispatcher is one who provides dispatch
6 services, while providing a high level of customer service, and maintaining radio contact
7 with officers to ensure responder and public safety. A law enforcement dispatcher may
8 receive calls for service by incoming telephone calls, CAD incidents, radio traffic, and
9 other developing technologies.

10
11 8.2 The trainees shall demonstrate the ability to analyze calls for service and determine the
12 appropriate response action.

13
14 8.2.1 The trainee shall demonstrate the ability to create and update CAD incidents,
15 maintain accurate call narrative or documentation, and prioritize calls for service.

16
17 8.2.2 The trainee shall demonstrate the ability to determine the nature and priority of
18 incidents and assign available resources in accordance with agency directives.

19
20 8.3 The trainee shall demonstrate proficiency in assigning responders to incidents and
21 obtaining acknowledgement of calls for service from responders.

22
23 8.4 The trainee shall demonstrate the ability to anticipate potential for escalation and perform
24 status checks to determine scene and responder safety.

25
26 8.5 The trainee shall demonstrate the ability to evaluate and synthesize information, relay
27 updates and broadcast BOLO and Attempt to Locate information to responders,
28 supervisors, and other resources as appropriate.

29
30 8.6 The trainee shall demonstrate comprehension of Agency notification guidelines and the
31 ability to apply those guidelines to daily operations and special events in order to
32 complete active incidents.

33
34 8.7 The trainee shall demonstrate the ability to coordinate interdepartmental activities as
35 required.

36
37 8.8 The trainee shall demonstrate the ability to activate Agency defined mutual aid
38 procedures.

39
40 8.9 The trainee shall demonstrate the ability to identify and relay pertinent shift activities to a
41 relief dispatcher at shift or position change.

42
43 8.10 The trainee shall demonstrate the ability to coordinate assigned radio channels.
44
45

- 1 8.11 The trainee shall demonstrate the ability to acknowledge radio traffic in accordance with
2 Agency requirements.
3
- 4 8.12 The trainee shall comply with regulations of the Federal Communications Commission
5 (FCC) that directly apply to public safety radio.
6
- 7 8.13 The trainee shall participate in all Agency defined post-incident activities.
8

9 **Chapter 9 Fire Service Dispatcher**

10 9.1 **Scope**

11 This chapter identifies the minimum training requirements for a fire service dispatcher. A
12 fire service dispatcher is one who provides dispatch services by analyzing, prioritizing,
13 and processing calls to ensure safe, efficient, and effective responses to requests for fire
14 services. A fire service dispatcher may receive calls for service by incoming telephone
15 calls, CAD incidents, radio traffic, and other developing technologies.

16 9.2 The trainee shall demonstrate the ability to receive and process incoming calls to
17 determine the appropriate response action.

18 9.3 The trainee shall demonstrate the ability to gather information necessary to
19 facilitate a response to fire service calls. At a minimum, this information shall include:
20 location of the incident; location of the caller; call back number to the reporting party
21 (unless the caller is in an unsafe location); nature of the incident; and the time of the
22 incident (in progress, etc.).

23 9.4 The trainee shall demonstrate the ability to determine whether a caller is in an unsafe
24 location and then take appropriate protective actions in compliance with Agency
25 directives.

26 9.5 The trainee shall demonstrate the ability to create and update CAD incidents as
27 appropriate.

28 9.6 The trainee shall demonstrate the ability to prioritize calls according to Agency
29 directives.

30 9.7 The trainee shall demonstrate the ability to maintain call narrative information through
31 appropriate updates.

32 9.8 The trainee shall demonstrate proficiency in the assignment of fire service units to calls
33 based on the nature of the incident, the priority of the incident, available resources, and
34 Agency directives.

35 9.9 The trainee shall demonstrate the ability to consistently identify, analyze, and relay
36 pertinent incident information to field units as appropriate.

- 1 9.10 The trainee shall demonstrate understanding of the critical need to obtain an
2 acknowledgement of dispatched calls in accordance with agency requirements.
- 3 9.11 The trainee shall demonstrate the ability to identify available resources and apply agency
4 guidelines to coordinate those resources.
- 5 9.13 The trainee shall demonstrate the ability to evaluate information and relay updates to
6 responding units as appropriate.
- 7 9.12 The trainee shall demonstrate the ability to analyze information and disseminate that
8 information to additional responders and resources including, but not limited to: Hazmat
9 teams, the Forest Service, etc.
- 10 9.14 The trainee shall demonstrate the ability to analyze and evaluate all available information
11 in order to identify the potential for escalation of the incident and to convey that potential
12 to responding units.
- 13 9.15 The trainee shall demonstrate proper application of Agency procedures for conducting
14 unit status checks.
- 15 9.16 The trainee shall demonstrate the ability to analyze all available information to identify
16 issues that affect scene and responder safety.
- 17 9.17 The trainee shall demonstrate comprehension of Agency documentation requirements and
18 the ability to update and complete incident documentation as appropriate.
- 19 9.18 The trainee shall demonstrate the proper application of Agency notification guidelines to
20 daily operations and special events.
- 21 9.19 The trainee shall demonstrate the ability to coordinate with other agencies in accordance
22 with Agency guidelines.
- 23 9.20 The trainee shall demonstrate the proper application of Agency defined mutual aid
24 procedures.
- 25 9.21 The trainee shall demonstrate the ability to identify and relay pertinent shift activities to
26 relief dispatchers at shift or position change.
27
- 28 9.22 The trainee shall demonstrate the ability to acknowledge and monitor radio traffic on
29 assigned channels.
30
- 31 9.23 The trainee shall comply with regulations of the Federal Communications Commission
32 (FCC) that directly apply to public safety radio.
33
- 34 9.24 The trainee shall demonstrate proficiency in tracking and documenting radio activity
35 within Agency specified guidelines.

1 9.25 The trainee shall demonstrate proper application of Agency procedures and guidelines for
2 processing alarm signals; tracking alarm activity; resolving alarm conflicts; maintaining
3 alarm accounts and, generating alarm reports.

4
5 9.26 The trainee shall participate in all agency define post-incident activities.

6

7

8

DRAFT