RECOMMENDED MINIMUM TRAINING GUIDELINES FOR 911 TELECOMMUNICATORS
WORKING DOCUMENT VETTING PROCESS

The Recommended Minimum Training Guidelines for 911 Telecommunicators Project is a 911 community-wide effort to identify nationally recognized, universally accepted, recommended minimum training topics that can be used to train aspiring and current 911 telecommunicators—call-takers and dispatchers—and to provide the foundation for their ongoing professional development. The effort is driven by the belief that it is vitally important that Americans receive a consistent level of 911 service, no matter where they live or where they travel.

A parallel goal is to develop Model Legislation for any state that does not currently have legislation concerning minimum training for telecommunicators. For those that do, the Model Legislation is intended as a baseline to ensure that the recommended training topics are being covered.

Representatives of the following organizations, aka the Working Group, are participating in the Project:

- Association of Public-Safety Communications Officials (APCO)
- Connecticut Department of Emergency Services & Public Protection
- Denise Amber Lee Foundation
- Fairfax County (Virginia) Department of Public Safety
- Greater Harris County (Texas) 911 Network
- Hamilton County (Indiana) Public Safety Communications
- International Academies of Emergency Dispatch (IAED)
- National Association of State 911 Administrators (NASNA)
- National Emergency Number Association (NENA)
- National Fire Protection Association (NFPA)
- North Central Texas Council of Governments (NCTCOG)
- PowerPhone
- Priority Dispatch
- RedSky Technologies
- Rochester/Monroe County (New York) Emergency Communications Department
- Vail (Colorado) Public Safety Communications Center
- Weakley County (Tenn.) Emergency 911

The recommended guidelines were developed jointly by members of the Working Group and are not federally owned or mandated. The National 911 Program—which is facilitating the Project—is a joint effort of the U.S. Department of Transportation/National Highway Traffic and Safety Administration (NHTSA) Office of Emergency Medical Services, and the U.S. Department of Commerce/National Telecommunications and Information Administration (NTIA).

The first key milestone of the Project was the development of draft guidelines that identify the recommended minimum topics to be included in any 911 telecommunicator training program. These topics were identified by the Working Group, with input from other key stakeholders representing the 911 communications industry. The topics are as follows:

- Telecommunicator roles and responsibilities
- 911 call processing

- Radio communications
- Emergency management
- Emergency communications technology
- Legal concepts
- Interpersonal communications
- Stress management
- Quality assurance
- On-the-job training guidelines

NOTE: The recommended training topics listed above provide minimum-level understanding. **I**n order to field and manage emergency calls in a live environment, telecommunicators must receive supplemental training that will enable them to process the discipline-specific emergency calls that are fielded by their respective Public Safety Answering Point (PSAP) or Emergency Services Provider.

Vetting the Working Document

The Working Group and the National 911 Program both felt that it was vitally important to provide the 911 community with an opportunity to offer input into the Working Document. The first phase of this initiative was to invite the leadership of the aforementioned organizations to vet the Working Document. Their comments were fully vetted and resolved by an adjudication subgroup of the Working Group. The result of this collaborative effort is a Working Document that truly represents a consensus amongst the participating organizations.

The second phase is to enable the 911 community at large to do the same. The National Emergency Number Association's NENA Workspace platform was selected for this purpose, in part because it is easy and intuitive to use.

Instructions for Using NENA Workspace

In order to comment on the Working Document, just follow the following simple instructions.

- Click here to be transported to NENA Workspace.
- A window will open; scroll down and double click on the hyperlinked title, "Recommended Minimum Training Guidelines for the 911 Telecommunicator," as indicated by the red arrow in the figure below, to open and read the Working Document.

- Close the document by clicking the red "X" found in the upper right corner of the screen; this will return you to the main window.
- To add a comment, click on the "add a comment" link as indicated by the red arrow in the figure below. You will find this link just above the title "Document Details."

- You will be transported to the "Add a Public Comment" screen. Complete the "Personal Information" and "Add Comment" sections by following the prompts to populate the fields; note that an asterisk (*) indicates a required field.
- An opportunity to attach supporting documentation can be found near the bottom of the screen page, below the "Proposed Solution" field.
- If submitting multiple comments, select "Save and Add Another," as indicated in the figure below.

- Once the form has been completed to your satisfaction, slide the bar found near the bottom of the screen page to the right in order to unlock the form, as indicated in the figure below; then click on the "Send" button found at the bottom of the screen page.

- All comments are due by **Monday, March 17, 2016, at midnight ET**.

Questions regarding the Working Document vetting process can be sent to
questions@911minimumtraining.com