

**APCO ANS 3.103.2.2015**

**Minimum Training Standards for  
Public Safety Telecommunicators©**



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351 N Williamson Blvd  
Daytona Beach, FL 32114  
ISBN: 978-1-943877-14-0

### APCO ANS 3.103.2-2015

This standard was revised by The APCO International Communications Center Standards Committee (CCSC) and approved by the APCO International Standards Development Committee on June 12, 2015. Final approval was received from the American National Standards Institute (ANSI) on July 14, 2015.

**Abstract:** This standard identifies minimum training requirements for both new and veteran Public Safety Telecommunicators. This position is typically tasked with receiving, processing, transmitting, and conveying public safety information to dispatchers, law enforcement officers, firefighters, emergency medical and emergency management personnel. This document seeks to define training in certain knowledge and skills for the Agency to provide to Telecommunicators.

**Keywords:** Calltaker, telecommunicator, dispatcher, communications officer, communications operator, public safety communications, training, 9-1-1, and emergency services.

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## Foreword\*

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## **A Letter from the APCO International Communications Center Standards Committee Chair\***

The Communications Center Standards Committee has worked diligently for the last year to review, revise, and update the APCO ANSI Minimum Training Standards for Public Safety Telecommunicators, often referred to as PST.

The responsibilities of the telecommunicator make up the most important job within our industry and critical in support of emergency responses. Because Calltakers, Law Enforcement Dispatchers, Fire Dispatchers, and EMS Dispatchers know their job the best, the APCO Communications Center Standards Committee continues to use the Occupational Analysis process (OA) or a Process Analysis (PA) process, to gather from high-performing incumbent workers, the information used to create and revise the standard. We take the best from the best to assist in the development of standards. We thank all of the individuals who participated in these processes for their expertise, knowledge, and dedication to their profession. We equally thank our high-performing panel members' agencies for supporting them and their involvement.

The Committee would like to take this opportunity to also thank members of the subcommittees: The Occupational Analysis Subcommittee that conducts Occupational Analyses and Process Analyses around the U.S., the Review Subcommittee that takes the time and energy to review documents to ensure accuracy and clarity, and to the P33 Training Program Certification subcommittee whose dedicated member's efforts support the certification process of agency training programs around the country. The efforts of these individuals cannot be underestimated. Their work lives within these documents and certifications.

We also wish to thank the APCO staff members who support these efforts with their dedication and hard work.

We highly encourage agencies to review the standard. Our goal is to weave a fabric of professional training for public safety communications organizations.

Respectfully,

Cory Ahrens

APCO International Communications Center Standards Committee Chair

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## Acknowledgements\*

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**Angela Bowen, CCSC**  
Georgia Public Safety Training Center, Georgia

**Kimberly Burdick, RPL**  
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## Acronyms and Abbreviations\*

**For the purposes of this ANS, the following definitions of acronyms apply:**

<b>ADA</b>	Americans with Disabilities Act
<b>AED</b>	Automated External Defibrillator
<b>AHJ</b>	Authority Having Jurisdiction
<b>ANS</b>	American National Standard
<b>ANSI</b>	American National Standard Institute
<b>APCO</b>	Association of Public-Safety Communications Officials
<b>CALEA</b>	Commission on Accreditation for law Enforcement Agencies
<b>CISM</b>	Critical Incident Stress Management
<b>CTO</b>	Public Safety Communications Training Officer
<b>EAP</b>	Employee Assistance Program
<b>EMD</b>	Emergency Medical Dispatch
<b>FLSA</b>	Fair Labor Standards Act
<b>FMLA</b>	Family Medical and Leave Act
<b>HIPPA</b>	Health Insurance Portability and Accountability Act
<b>ICS</b>	Incident Command System
<b>NFPA</b>	National Fire Protection Association
<b>NIMS</b>	National Incident Management System
<b>OSHA</b>	Occupational Health and Safety Administration
<b>PSAP</b>	Public Safety Answering Point
<b>QA/QI</b>	Quality Assurance (QA) and Quality Improvement (QI) Program
<b>SDC</b>	Standards Development Committee
<b>TTY/TDD</b>	Teletypewriters / Telecommunications Device for the Deaf

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## Chapter 1: Introduction

### 1.0 Scope

This APCO standard identifies the minimum training requirements for both new and veteran Public Safety Telecommunicators. This position is typically tasked with receiving, processing, transmitting, and conveying public safety information to dispatchers, law enforcement officers, fire fighters, emergency medical, and emergency management personnel. This document seeks to define training in certain knowledge and skills for the Agency to provide to Telecommunicators.

### 1.1 Purpose

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

### 1.2 Definitions

Definitions of terms used throughout this document.

**1.2.1 Affective Domain:** This is the learning domain that deals with a person and how they act and feel. Emotions, feelings, and different behaviors, such as a person's attitude, are characteristics of this domain<sup>1</sup>.

**1.2.2 Agency:** The hiring authority or also referred to as the Authority Having Jurisdiction (AHJ). The Agency or body that defines the roles, responsibilities, policies and procedures, and performance standards that direct the activity of the Public Safety Telecommunicator. In multi-discipline centers, the Agency governs the operation providing call taking/dispatch and related services to customer agencies; in single discipline centers, a single Agency may direct these services for one or more departments within a service area. Both have the duty to define training appropriateness, content, format, and continuing education requirements.

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

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<sup>1</sup> Taxonomy of Education and Objectives, Benjamin Bloom

**1.2.4 Core Competency:** The unique traits, requisite knowledge, comprehension and application of skills, and situational analysis leading to the appropriate response to the caller, co-worker, other public safety stakeholders<sup>2</sup>, or event(s) consistent with general practices and locally defined parameters.

**1.2.5 Calls for Service or Request for Service:** A call that results in the provision of a public safety service or response.

**1.2.6 Calltaker:** A Telecommunicator who processes incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.

**1.2.7 Cognitive Domain:** This is a learning domain that involves knowledge and the development of intellectual skills. This includes the recall or recognition of specific facts, procedural patterns, and concepts that serve in the development of intellectual abilities and skills. There are six major categories: knowledge, comprehension, application, analysis, synthesis, and evaluation.<sup>3</sup>

**1.2.8 Criminal Justice Information Systems:** This is a system, automated or manual, operated by local, state, regional, federal, tribal, or international governments or governmental organizations for collecting, processing, preserving, or disseminating criminal justice information.

**1.2.9 Emergency Medical Services Dispatcher :** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to calls for emergency medical services, in accordance with local, state, tribal, or national standards.

**1.2.10 Fire Service Dispatcher:** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for fire services, in accordance with local, state, tribal, or national standards.

**1.2.11 Knowledge:** Fundamental understanding one must have in order to perform a specific task.

**1.2.13 Law Enforcement Dispatcher:** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls, while maintaining radio

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

<sup>3</sup> Taxonomy of Education and Objectives, Benjamin Bloom

contact with responders to ensure safe, efficient, and effective responses to requests for law enforcement services, in accordance with local, state, tribal, or national standards.

**1.2.14 National Incident Management System/Incident Command System (NIMS/ICS):** An organized method to define roles, responsibilities, and standard operating procedures used to unify multiple disciplines in order to manage emergency operations under one functional organization.<sup>4</sup>

**1.2.15 Psychomotor Domain:** This is a learning domain that pertains to the physical realm, manual skills, actions, and physical skills.<sup>5</sup>

**1.2.16 Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services via telephone and other communication devices. Emergency calls are first answered, assessed, classified, and prioritized. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

**1.2.17 Public Safety Communications Center:** A public safety entity (which may include a PSAP or be referred to as an Emergency Communications Center or communications center) where emergency calls for service or 9-1-1 phone calls culminate, and/or where calls for service are dispatched to public safety service providers.

**1.2.18 Public Safety Communications Supervisor (Supervisor):** The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency's mission, standards, and goals.

**1.2.19 Public Safety Telecommunicator (Telecommunicator):** The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

**1.2.20 Records Management System (RMS):** It is an automated system used to manage public safety records.

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<sup>4</sup> Homeland Security Presidential Directive (HSPD)- 5

<sup>5</sup> Taxonomy of Education and Objectives, Benjamin Bloom

**1.2.21 Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.<sup>6</sup>

**1.2.22 Quality Assurance and Improvement Program:** An on-going program providing at a minimum, the random case review evaluating emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.

**1.2.23 Quality Assurance / Improvement Process:** A formal assessment process by which actual performance, behavior, and outcomes are compared against established standards to ensure compliance, consistency, and accuracy in the delivery of quality service.

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

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

**1.2.26 System:** An integrated set of elements that are combined in an operational or support environment to accomplish a defined objective. These elements may include people, hardware, software, firmware, information, procedures, facilities, services, and environment.

**1.2.27 Telematics:** A technology that uses two-way wireless communications between a vehicle and a processing center to transmit voice and data information from the vehicle and the driver. Also used to describe the industry that uses this technology to deliver services to consumers (consumer telematics) and to commercial fleet owners and managers (commercial telematics).

**1.2.28 Trainee:** A Telecommunicator being trained in any one of the disciplines covered by this document.

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

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<sup>6</sup> Institute for Telecommunications Services, the research and engineering branch of National Telecommunications and Information Administration a part of the US Dept of Commerce.

## Chapter 2: Agency Responsibilities

### 2.1 Scope

While the majority of this document addresses the training of Telecommunicator trainees, this chapter outlines the agency's responsibilities for providing training to both new and veteran Telecommunicators in accordance with this standard.

### 2.2 General Agency Responsibilities

- 2.2.1 The Agency shall establish no less than these minimum training requirements while complying with all local, state, tribal, or federal laws.<sup>7</sup>
- 2.2.2 The Agency shall provide to the Telecommunicator any existing or, values, and mission statements.
- 2.2.3 The Agency shall provide the Telecommunicator with information regarding the Agency's organizational structure and chain of command.
- 2.2.4 The Agency shall provide the Telecommunicator with information that clearly defines the Telecommunicator's scope of authority.
- 2.2.5 The Agency shall provide the Telecommunicator with a list of essential job duties and functions.
- 2.2.6 The Agency shall define the baseline literacy requirements in addition to requisite cognitive, affective, and psychomotor skills to achieve compliance with this standard.
- 2.2.7 The Agency shall provide the Telecommunicator with information on cultural diversity (e.g., culture, sexual orientation, and special needs customers).
- 2.2.8 The Agency shall provide the Telecommunicator with information, in both verbal and written formats, during an initial orientation to include, but not limited to:
  - 2.2.8.1 Break areas,
  - 2.2.8.2 Building layout,
  - 2.2.8.3 Emergency evacuation routes and plans,
  - 2.2.8.4 Location of first-aid supplies including Automated External Defibrillator (AED) if available,
  - 2.2.8.5 Location of facilities,
  - 2.2.8.6 Time keeping procedures, and

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<sup>7</sup> To include, but not limited to: the ADA, Fair Labor Standards Act, and Equal Employment Opportunity laws.



2.2.8.7 Work hours.

- 2.2.9 The Agency shall provide the Telecommunicator with information regarding response agency resources<sup>8</sup>, including location of public safety service buildings<sup>9</sup>, apparatus and equipment.
- 2.2.10 The Agency shall provide the Telecommunicator with information on their role in National Incident Management System (NIMS), Incident Command System (ICS), Tactical Interoperable Communications Plan (TICP), and state and local emergency operations plans.
- 2.2.11 The Agency shall provide a detailed overview to the Telecommunicator outlining disaster plans and recovery processes to ensure the continuity of operations.
- 2.2.12 The Agency shall provide the Telecommunicator with expectations regarding customer service, personal conduct and behavior, courtroom demeanor, and ethical rules.
- 2.2.13 The Agency shall provide the Telecommunicator with information regarding access to and participation in such programs as:
- 2.2.13.1 Critical Incident Stress Management (CISM),
  - 2.2.13.2 Employee Assistance Program (EAP),
  - 2.2.13.3 Health and Wellness Programs,
  - 2.2.13.4 Safety/Risk Management Programs, and
  - 2.2.13.5 Stress Management.
- 2.2.14 The Agency shall provide the Telecommunicator with appropriate state safety regulations and, if applicable, rules of the Occupational Safety and Health Administration (OSHA).
- 2.2.15 The Agency shall provide the opportunity for the Telecommunicator to obtain and attend necessary training in order to receive and maintain required certifications or licenses.
- 2.2.15.1 The Agency shall identify misconduct of the Telecommunicator that could result in disciplinary actions, including the loss of certification, licenses or employment.
- 2.2.16 The Agency shall provide the Telecommunicator with an overview of its quality assurance and/or quality improvement process(es) used to recognize

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<sup>8</sup> SWAT, K9, Dive, Search and Rescue, HAZMAT and other specialized responses.

<sup>9</sup> Refers to fire stations, precincts, landing zones, and/or hospitals.



excellence, identify areas needing improvement, and ensure performance measures are met.

2.2.17 The Agency shall have an established performance appraisal process by which the job performance is regularly reviewed and evaluated.

2.2.17.1 The Agency shall provide an environment where the Telecommunicator is encouraged to participate regularly in performance reviews.

2.2.17.2 The Agency shall provide a mechanism during the performance review wherein the Telecommunicator can identify goals and objectives to be accomplished in the course of employment.

2.2.18 The Agency shall provide Telecommunicators with written information regarding disciplinary and grievance processes and policies.

2.2.18.1 The Agency shall make known its expectation that the disciplinary process will be administered in a fair and consistent manner

2.2.18.2 The Agency shall ensure performance objectives are met by the Telecommunicator-to prevent negligent retention.

2.2.18.3 The Agency shall document and address unacceptable performance with the Telecommunicator in a timely manner.

2.2.19 The Agency shall provide a comprehensive overview and instruction to the Telecommunicator in the use of appropriate tools, equipment, resources, and technology Telecommunicators may be expected to operate within the communications center.

## **2.3 Training Program Administration**

2.3.1 The Agency shall plan for and provide a detailed training curriculum to meet agency needs as well as local, state, tribal, or federal requirements.

2.3.1.1 The Agency shall provide a written description of the training program, benchmarks, timelines, and available learning support tools and methods.

2.3.1.2 The Agency shall establish detailed and defined performance expectations, providing an explanation, and ensuring a clear understanding of those expectations.

2.3.2 The Agency shall use a standard set of written guidelines that clearly identify and explain specific expectations to evaluate the Telecommunicator's performance.

2.3.3 The Agency shall monitor the performance of all Telecommunicators, to ensure that daily efforts are consistent with Agency expectations.

- 2.3.4 The Agency shall ensure deficient performance is documented and addressed with the Telecommunicator in a timely manner.
- 2.3.5 The Agency shall maintain a complete training record for all Telecommunicators according to applicable retention guidelines.
- 2.3.6 The Agency shall provide the Telecommunicator with information on how and to whom they may address training issues and concerns.
- 2.3.7 The Agency shall require and ensure no less than twenty-four hours of continuing education or recurrent training for each Telecommunicator annually.<sup>10</sup>
- 2.3.8 The Agency shall encourage and support, to the extent possible, personal development and growth of the Telecommunicator through the identification and provision of networking opportunities both within the public safety community and within the community for which they provide service.
- 2.3.9 The Agency should, when possible, subscribe to professional publications and make those publications available to its Telecommunicators.
  - 2.3.9.1 The Agency shall make readily available professional publications that identify regulations, recommendations, or mandates within the public safety communications industry (i.e., National Emergency Response Plan, OSHA, APCO Standards, Public Safety Communications, etc.).
- 2.4 Compliance with Written Directives**
  - 2.4.1 The Agency shall ensure all policies and guidelines are updated promptly and that the most current operating and administrative policies are readily available to the Telecommunicator at all times.
  - 2.4.2 The Agency shall ensure policies and guidelines are readily available to the Telecommunicator for reference and are reviewed as necessary.

## Chapter 3: Organizational Integrity

### 3.1 Scope

This chapter discusses the issues related to organizational integrity. Topics include the mission and values of the profession in general and the Agency specifically, as well as the scope of the Telecommunicator's authority, confidentiality, and liability.

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<sup>10</sup> This twenty-four hour requirement is inclusive applicable local, state, tribal, or federal requirements.

- 3.2** As applicable, the Telecommunicator shall be able to articulate the Agency's stated vision, values, and mission statement.
- 3.3** The Telecommunicator shall be able to articulate the Agency's expectations of professional conduct.
- 3.4** The Telecommunicator shall demonstrate a comprehension of duties and essential functions of the position.
- 3.5** The Telecommunicator shall demonstrate a comprehension of their scope of authority within the position.
- 3.6** The Telecommunicator shall demonstrate proper application of the Agency's written directives.
- 3.7** The Telecommunicator shall demonstrate an understanding of the Agency's Chain of Command.
- 3.8** The Telecommunicator shall adhere to applicable local, state, tribal or federal statutes or codes as appropriate.
- 3.9** The Telecommunicator shall demonstrate the ability to comply with governmental or industry professional requirements.<sup>11</sup>
- 3.10** The Telecommunicator shall demonstrate comprehension and application of the Agency's confidentiality policies and rules regarding the discussion or release of information acquired in the workplace to the public, the media, or others. Such information should include, but is not limited to:
  - 3.10.1** Data systems accessible through local, state, regional, federal, tribal, or international networks,<sup>12</sup>
  - 3.10.2** Information contained in calls for service,<sup>13</sup>
  - 3.10.3** Information gained through the 9-1-1 or E9-1-1 system, and/or
  - 3.10.4** Records management systems.
- 3.11** The Telecommunicator shall demonstrate comprehension of general liability concepts and terms as well as a comprehension of specific liability issues associated with the position including the most notable areas of litigation in public safety communications.

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<sup>11</sup> Applies to information regarding states' certifications, standards, etc.

<sup>12</sup> NCIC, NLETS, criminal justice information systems, CPIC, Interpol, etc.

<sup>13</sup> Medical (HIPAA), juvenile and other calls of a sensitive nature.

## Chapter 4: General Knowledge and Skills

### 4.1 Scope

This chapter provides an overview of the general knowledge and skills that are common among high-performing incumbent Telecommunicators.

### 4.2 General Knowledge of the Telecommunicator

The following general areas of knowledge have been identified for the Telecommunicator regardless of their area of public safety expertise:

- 4.2.1 An awareness of and respect for diverse populations,
- 4.2.2 Comprehension of jurisdictional boundaries and geography,
- 4.2.3 Proper application of Agency terminology,
- 4.2.4 The ability to identify and properly utilize Agency resources, and
- 4.2.5 Comprehension of their role in:
  - 4.2.5.1 Incident Command Systems (ICS),
  - 4.2.5.2 National Incident Management Systems (NIMS), including, but not limited to required training, Tactical Interoperable Communication Plan (TICP), and
  - 4.2.5.3 State or local emergency operations plans.

### 4.3 General Skills of the Telecommunicator

High-performing incumbent Telecommunicators have been identified as demonstrating the ability to:

- 4.3.1 Make quick workable decisions,
- 4.3.2 Manage stress,
- 4.3.3 Multi-task,
- 4.3.4 Provide effective customer service,
- 4.3.5 Solve problems,
- 4.3.6 Think critically,
- 4.3.7 Work effectively with others, and
- 4.3.8 Effectively communicate both verbally and in writing, examples may include the ability to:
  - 4.3.8.1 Actively listen,
  - 4.3.8.2 Appropriate use of agency terminology, codes and signals, plain speech/language techniques, and phonetic alphabet and,
  - 4.3.8.4 Clearly enunciate.

## Chapter 5: Tools, Equipment, and Technology

### 5.1 Scope

This chapter addresses the need for all Telecommunicators (both new and veteran workers) to demonstrate proficiency on all appropriate tools, equipment, and

technology they may be expected to operate within the public safety communications center.

- 5.2** The Telecommunicator shall demonstrate the ability to create, access, and update incident data in accordance with Agency directives.
- 5.3** The Telecommunicator shall demonstrate the ability to utilize existing communication tools, and/or available technologies to meet operational needs in both normal and back-up modes (i.e., radio intra/interoperability, telephone, and/or electronic relay system patches, local and state resources/networks, mapping and wireless communications, etc.) in accordance with agency policy and procedures, local, state, tribal, or federal laws.
  - 5.3.1** The Telecommunicator shall demonstrate the ability to operate Agency radio systems.
  - 5.3.2** The Telecommunicator shall demonstrate the ability to operate Agency computer systems.
  - 5.3.3** The Telecommunicator shall demonstrate the ability to operate Agency records management systems.
  - 5.3.4** The Telecommunicator shall demonstrate the ability to operate Agency telephone systems (including TTY/TDD).
- 5.4** The Telecommunicator shall demonstrate the ability to maintain Agency equipment functionality within established parameters.
- 5.5** The Telecommunicator shall demonstrate the ability to activate emergency alert systems according to agency parameters.
- 5.6** The Telecommunicator shall demonstrate the ability to use evolving and emerging technologies; (e.g., telematics, NG9-1-1, Broadband, etc.), when applicable.

## Chapter 6: Professional Competence

### 6.1 Scope

This chapter identifies those components within Public Safety Communications that are critical for enhancing the professional competence of all Telecommunicators (both new and veteran workers). Some of these components have been outlined

within this document while others have been identified as being necessary for developing, maintaining, and enhancing the knowledge and skills of Telecommunicators. While the Agency has some responsibility for supporting and facilitating the development of the Telecommunicator's professional competence, this chapter places primary accountability on the Telecommunicator.

## **6.2 General**

6.2.1 The Telecommunicator is responsible for their own learning in the course of training.

6.2.2 The Telecommunicator is responsible for asking clarifying questions to ensure a thorough knowledge and understanding of the curriculum.

6.2.3 The Telecommunicator is responsible for providing honest and specific feedback to trainers regarding learning style preferences or issues that impact their learning.

6.2.4 The Telecommunicator is responsible for providing input to improve or enhance the curriculum in an effort to ensure current information is taught.

6.2.5 The Telecommunicator is responsible for always presenting themselves in a professional manner, being on time, being prepared, ready to learn and actively participate in their own learning.

6.2.6 The Telecommunicator shall comply with the requirements and rules of the learning environment or training facility.

6.2.7 The Telecommunicator is responsible for the application of stress management principles.

**6.3** The Telecommunicator shall demonstrate the ability to meet and/or exceed performance standards set by the Agency.

6.3.1 The Telecommunicator shall demonstrate job proficiency in assigned job tasks.

6.3.2 The Telecommunicator shall demonstrate compliance with Agency expectations of interpersonal communications, personal conduct and ethical behavior.

6.3.3 The Telecommunicator shall comply with department, local, state, tribal, or federal regulations.

- 6.3.4 The Telecommunicator shall actively seek and be receptive to feedback and review of their performance, including during the agency's established quality assurance or quality improvement process.
- 6.3.5 The Telecommunicator shall identify professional goals that can be supported by the Agency.
- 6.3.6 The Telecommunicator shall take responsibility for their own professional career development by actively seeking developmental opportunities to enhance their job knowledge and skills.
- 6.3.7 The Telecommunicator shall demonstrate improvement of performance deficiencies.
- 6.4** The Telecommunicator shall demonstrate the ability to operate within all written directives and plans established by the Agency.
  - 6.4.1 The Telecommunicator shall remain current and informed of all policies, guidelines, and plans.
  - 6.4.2 The Telecommunicator shall demonstrate the appropriate application of policies, guidelines, or plans.
  - 6.4.3 The Telecommunicator shall recommend updates to policies, guidelines, and plans when appropriate.
- 6.5** The Telecommunicator should demonstrate the ability to utilize networking opportunities when appropriate.
  - 6.5.1 The Telecommunicator should take advantage of opportunities to network both within the public safety community and within the community for which they provide service.
  - 6.5.2 The Telecommunicator should recognize networking opportunities presented in concert with training, professional affiliations, and community outreach.
- 6.6** The Telecommunicator should review professional publications in order to enhance professional competence and remain up-to-date on developments within the profession.



- 6.6.1 The Telecommunicator should read professional publications, when possible, to remain up-to-date on current events affecting the public safety communications industry.
- 6.6.2 The Telecommunicator should have an awareness of professional publications that identify, regulate or mandate activities associated with public safety emergency communications.

## Chapter 7: Public Safety Calltaker

### 7.1 Scope

This chapter identifies the minimum training requirements for a Telecommunicator who serves as a Public Safety Calltaker (within this chapter referred to as Calltaker). The function of a Calltaker is to process incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.

### 7.2 The Calltaker shall demonstrate the ability to answer calls within Agency expectations.

- 7.2.1 The Calltaker shall demonstrate the ability to apply procedures to answer calls within Agency parameters while projecting a professional demeanor.
- 7.2.2 The Calltaker shall demonstrate the ability to obtain, verify, and analyze incident information to include, location, reporting party contact information, nature, and severity of the incident while applying effective communication skills to control the call.
- 7.2.3 The Calltaker shall demonstrate the ability to synthesize available information to identify conditions that may affect public and responder safety.
- 7.2.4 The Calltaker shall demonstrate the ability to ascertain whether the caller is in an unsafe location and then take appropriate protective actions in compliance with agency directives.

### 7.3 The Calltaker shall demonstrate the ability to accurately document incident information including, but not limited to incident urgency details, establish call priority, and appropriately label call types.

### 7.4 The Calltaker shall demonstrate the ability to manage challenging calls and callers including, but not limited to: missing, abducted and sexually exploited children,



child callers, communications impaired callers, and callers with limited English language proficiency.

- 7.5** The Calltaker shall verify, document and relay initial dispatch information, and provide updates as necessary to process calls for service.

7.5.1 The Calltaker shall provide callers with any agency approved pre-arrival instructions<sup>14</sup> and inform callers of actions being taken to respond to the requests for service according to written directives.

- 7.6** The Calltaker shall demonstrate the ability to complete telephone reports, provide appropriate referrals, transfer and terminate calls, or place outgoing calls in accordance with Agency written directives.

- 7.7** The Calltaker shall demonstrate the ability to fulfill their role in ICS, NIMS and state and local emergency operations plans.

- 7.8** The Calltaker shall participate in Agency defined post-incident activities.

## Chapter 8: Law Enforcement Dispatcher

### 8.1 Scope

This chapter identifies the minimum training requirements for a Telecommunicator who serves as a Law Enforcement Dispatcher (within this chapter referred to as Law Enforcement Dispatcher). The function of a law enforcement dispatcher is to provide dispatch services by analyzing, prioritizing, and processing calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for law enforcement services, in accordance with local, state, tribal, or national standards. A law enforcement dispatcher may receive calls for service by incoming telephone calls, Computer-Aided Dispatch (CAD) incidents, radio traffic, and other methods or developing technologies.

- 8.2** The Law Enforcement Dispatcher shall demonstrate the ability to analyze calls for service and determine the appropriate response action.

8.2.1 The Law Enforcement Dispatcher shall demonstrate the comprehension of agency documentation requirements and the ability to create and update the

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<sup>14</sup> Instructions given to the caller before the arrival of responders as defined by the Agency's approved protocols.

CAD record or incident log and maintain accurate call narrative or documentation.

- 8.2.2 The Law Enforcement Dispatcher shall demonstrate the ability to determine the nature and priority of incidents and assign available resources in accordance with written directives.
- 8.2.3 The Law Enforcement Dispatcher shall demonstrate proficiency in tracking and documenting radio activity, incident, and unit status within written directives.
- 8.3** The Law Enforcement Dispatcher shall demonstrate proficiency in assigning and coordinating responders to incidents based on the nature of the incident, the priority of the incident, available resources, and written directives.
  - 8.3.1 The Law Enforcement Dispatcher shall demonstrate the ability to consistently identify, analyze, and relay initial pertinent incident information to field units as appropriate.
  - 8.3.2 The Law Enforcement Dispatcher shall demonstrate the ability to obtain acknowledgement of calls for service from responders as per written directives.
  - 8.3.3 The Law Enforcement Dispatcher shall demonstrate the ability to evaluate information and relay updates to responding units as appropriate.
  - 8.3.4 The Law Enforcement Dispatcher shall demonstrate the ability to analyze and disseminate information to additional responders and resources including, but not limited to Hazmat teams, the Forest Service, Fire and EMS Units, etc.
- 8.4** The Law Enforcement Dispatcher shall demonstrate the ability to analyze and evaluate all available information in order to identify the potential for escalation of the incident and perform status checks to determine scene and responder safety.
- 8.5** The Law Enforcement Dispatcher shall demonstrate the ability to evaluate and synthesize information, relay updates and broadcast BOLO (Be On the Look-Out)

and attempt to locate information to responders, supervisors, and other resources as appropriate.

- 8.6** The Law Enforcement Dispatcher shall demonstrate the proper application of Agency notification guidelines to daily operations and special events.
- 8.7** The Law Enforcement Dispatcher shall demonstrate the ability to coordinate with other entities in accordance with written directives.
- 8.8** The Law Enforcement Dispatcher shall demonstrate the proper application of Agency defined mutual or automatic aid procedures.
- 8.9** The Law Enforcement Dispatcher shall demonstrate the ability to identify and relay pertinent shift activities to a relief dispatcher at shift or position change.
- 8.10** The Law Enforcement Dispatcher shall demonstrate the ability to coordinate assigned radio channels and/or talk groups.
- 8.11** The Law Enforcement Dispatcher shall demonstrate the ability to monitor and acknowledge radio traffic in accordance with Agency requirements.
- 8.12** The Law Enforcement Dispatcher shall comply with regulations of the Federal Communications Commission (FCC) that directly apply to public safety radio.
- 8.13** The Law Enforcement Dispatcher shall comply with regulations and requirements for the use of any data systems accessible through local, state, regional, federal, tribal, or international networks; (e.g., RMS, DOL/DMV, any criminal justice information systems, NCIC, Interpol, CPIC).
- 8.14** The Law Enforcement Dispatcher shall demonstrate the ability to fulfill their role in ICS, NIMS and state and local emergency operations plans.
- 8.15** The Law Enforcement Dispatcher shall participate in Agency defined post-incident activities.

## Chapter 9: Fire Service Dispatcher

### 9.1 Scope

This chapter identifies the minimum training requirements for a Telecommunicator who serves as a Fire Service Dispatcher (within this chapter referred to Fire Service Dispatcher). The function of a Fire Service Dispatcher is to provide dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with

responders to ensure safe, efficient, and effective responses to requests for fire services, in accordance with local, state, tribal, or national standards. A fire service dispatcher may receive calls for service by incoming telephone calls, CAD incidents, radio traffic, and other methods or developing technologies.

**9.2** The Fire Service Dispatcher shall demonstrate the ability to analyze calls for service and determine the appropriate response action.

9.2.1 The Fire Service Dispatcher shall demonstrate the comprehension of agency documentation requirements and the ability to create and update the CAD record or incident log and maintain accurate call narrative or documentation.

9.2.2 The Fire Service Dispatcher shall demonstrate the ability to determine the nature and priority of incidents and assign available resources in accordance with Agency written directives.

9.2.3 The Fire Service Dispatcher shall demonstrate proficiency in tracking and documenting radio activity, incident, and unit status within Agency written directives.

**9.3** The Fire Service Dispatcher shall demonstrate proficiency in assigning and coordinating responders to incidents based on the nature of the incident, the priority of the incident, available resources, and Agency written directives.

9.3.1 The Fire Service Dispatcher shall demonstrate the ability to consistently identify, analyze, and relay initial pertinent incident information to field units as appropriate.

9.3.2 The Fire Service Dispatcher shall demonstrate the ability to obtain acknowledgement of calls for service from responders as per written directives.

9.3.3 The Fire Service Dispatcher shall demonstrate the ability to evaluate information and relay updates to responding units as appropriate.

9.3.4 The Fire Service Dispatcher shall demonstrate the ability to analyze and disseminate information to additional responders and resources including, but not limited to: Hazmat teams, the Forest Service, EMS, Law Enforcement,

etc.

- 9.4** The Fire Service Dispatcher shall demonstrate the ability to analyze and evaluate all available information in order to identify the potential for escalation of the incident and perform status checks to determine scene and responder safety.
- 9.5** The Fire Service Dispatcher shall demonstrate the proper application of Agency notification guidelines to daily operations and special events.
- 9.6** The Fire Service Dispatcher shall demonstrate the ability to coordinate with other entities in accordance with written directives.
- 9.7** The Fire Service Dispatcher shall demonstrate the proper application of Agency defined mutual aid procedures.
- 9.8** The Fire Service Dispatcher shall demonstrate the ability to identify and relay pertinent shift activities to relief dispatchers at shift or position change.
- 9.9** The Fire Service Dispatcher shall demonstrate the ability to coordinate assigned radio channels and/or talk groups.
- 9.10** The Fire Service Dispatcher shall demonstrate the ability to monitor and acknowledge radio traffic on assigned channels.
- 9.11** The Fire Service Dispatcher shall comply with regulations of the Federal Communications Commission (FCC) that directly apply to public safety radio.
- 9.12** The Fire Service Dispatcher shall demonstrate proper application of written directives for processing alarm signals, tracking alarm activity, resolving alarm conflicts, maintaining alarm accounts, and generating alarm reports.
- 9.13** The Fire Service Dispatcher shall demonstrate the ability to fulfill their role in ICS, NIMS and state and local emergency operations plans.
- 9.14** The Fire Service Dispatcher shall participate in all Agency defined post-incident activities.

## Chapter 10:Emergency Medical Services Dispatcher

### 10.1 Scope

This chapter identifies the minimum training requirements for a Telecommunicator who serves as an Emergency Medical Services (EMS) Dispatcher (within this

chapter referred to as EMS Dispatcher). The function of an Emergency Medical Services Dispatcher is to provide dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to calls for emergency medical services, in accordance with local, state, tribal, or national standards. An EMS Dispatcher may receive calls for service by incoming telephone calls, CAD incidents, radio traffic, and other methods or developing technologies.

**10.2** The EMS Dispatcher shall demonstrate the ability to analyze calls for service and determine the appropriate response action.

10.2.1 The EMS Dispatcher shall demonstrate the comprehension of agency documentation requirements and the ability to create and update the CAD record or incident log, maintain accurate call narrative or documentation.

10.2.2 The EMS Dispatcher shall demonstrate the ability to determine the nature and priority of incidents and assign available resources in accordance with Agency written directives.

10.2.3 The EMS Dispatcher shall demonstrate proficiency in tracking and documenting radio activity, incident, and unit status within written directives.

**10.3** The EMS Dispatcher shall demonstrate proficiency in assigning and coordinating responders to incidents based on the nature of the incident, the priority of the incident, available resources, and Agency written directives.

10.3.1 The EMS Dispatcher shall demonstrate the ability to consistently identify, analyze, and relay initial pertinent incident information to field units as appropriate.

10.3.2 The EMS Dispatcher shall demonstrate the ability to obtain acknowledgement of calls for service from responders as per written directives.

10.3.3 The EMS Dispatcher shall demonstrate the ability to evaluate information and relay updates to responding units as appropriate.

10.3.4 The EMS Dispatcher shall demonstrate the ability to analyze and disseminate information to additional responders and resources including, but not limited to Hazmat teams, the Forest Service, Fire Services, Law Enforcement, etc.

- 10.3.5 The EMS Dispatcher shall apply agency procedures for monitoring and documenting hospital diversion status and emergency facility availability.
- 10.4** The EMS Dispatcher shall demonstrate the ability to analyze and evaluate all available information in order to identify the potential for escalation of the incident and perform status checks to determine scene and responder safety.
- 10.5** The EMS Dispatcher shall demonstrate the proper application of Agency notification guidelines to daily operations and special events.
- 10.6** The EMS Dispatcher shall demonstrate the ability to coordinate with other entities in accordance with written directives.
- 10.7** The EMS Dispatcher shall demonstrate the proper application of Agency defined mutual aid procedures.
- 10.8** The EMS Dispatcher shall demonstrate the ability to identify and relay pertinent shift activities to relief dispatchers at shift or position change.
- 10.9** The EMS Dispatcher shall demonstrate the ability to coordinate assigned radio channels and/or talk groups.
- 10.10** The EMS Dispatcher shall demonstrate the ability to acknowledge and monitor radio traffic on assigned channels.
- 10.11** The EMS Dispatcher shall comply with regulations of the Federal Communications Commission (FCC) that directly apply to public safety radio.
- 10.12** The EMS Dispatcher shall demonstrate the ability to fulfill their role in ICS, NIMS and state and local emergency operations plans.
- 10.13** The EMS Dispatcher shall participate in all Agency defined post-incident activities.



### Special Recognition\*

**APCO would like to acknowledge each panelist and hosting agency listed below that provided the pertinent research needed to successfully develop this standard\***

#### **Calltaker Occupational Analysis Validation Panel – North Carolina**

Hosting Agency:

**Raleigh-Wake Emergency  
Communications Center**  
Raleigh, NC

Facilitators:

**Angie Schultz**  
Raleigh-Wake Emergency Communications Center  
Raleigh, NC

**Crystal McDuffie**  
APCO International, FL

**Panelists:**

James W Allen III  
Cary Police Dept  
Cary, NC 27512-8005

Sherian Swindell  
Dare County Sheriff's Office  
Manteo, NC 27954

Ryan Chambers  
University of North Carolina at Chapel Hill  
Department of Public Safety  
Chapel Hill, NC 27599

Kellie Zimmerman  
Guilford Metro 911  
Greensboro, NC 27402-3136

Roscoe N. Harris  
New Hanover County Public Safety  
Wilmington, NC 28403

Victoria Jarnigan  
Gaston County 9-1-1 Communications  
Gastonia, NC 28053

Lawrence Blanchard  
Orange County Emergency Services  
Hillsborough, NC 27278

Paul J. Cash, Fire Telecommunicator  
Charlotte Fire Department  
Charlotte, NC 28202



## Fire Dispatcher Occupational Analysis Validation Panel – Virginia

Hosting Agency:  
**Stafford Sheriff's Office**  
Stafford, VA

Facilitators:  
**Bill Hobgood**  
Department of Information Technology  
Richmond, VA

**Nicola Tidey**  
Orange County Emergency Communications Center  
Orange, VA

### Panelists:

Ginger Bailey  
Isle of Wight Emergency  
Communications Center  
Isle of Wight, VA

Amanda Sue  
City of Chesapeake Police Department  
City of Chesapeake, VA

Angela Fines  
City of Fredericksburg Police Dept  
City of Fredericksburg, VA

David Bradshaw  
Charlotte Fire Communications  
Charlotte, NC

Sharon Parks  
Charlotte Fire Communications  
Charlotte, NC

Joel Knight  
Fauquier County Sheriff's Office  
Fauquier County, VA

Kesha Powell  
Prince William County Office of  
Public Safety Communications  
Prince William County, VA

Angela Mcwain  
Stafford County Sheriff's Office  
Stafford, VA

## Law Enforcement Dispatcher Occupational Analysis Validation Panel - CT

Hosting Agency:

**Waterford Emergency  
Communications**  
Waterford, CT

Facilitators:

**Laurie Lewis**  
Waterford Emergency  
Communications  
Waterford, CT

**Cory Ahrens**  
Washington State Criminal Justice  
Training Commission  
Burien, WA

### Panelists:

Robert M. Nute  
Newton Emergency Communications  
Newton, AZ

Susan G. DeScisciolo  
Waterford Emergency Communications  
Waterford, AZ

Kenneth E. Handfields, Jr.  
Massachusetts State Police  
Northampton, MA

Martin Diamond  
Norwalk CDEEP  
Norwalk, CT

Matthew C. Barstow  
Massachusetts State Police  
Farmington, MA

J.P. Sredzinski  
Town of Stratford  
Public Safety Communications Center  
Stratford, CT

## EMS Dispatcher Occupational Analysis Validation Panel – Washington

Hosting Agency:  
**Washington State Criminal Justice  
Training Commission**  
Burien, WA

Facilitators:  
**Cory Ahrens**  
Washington State Criminal Justice  
Training Commission  
Burien, WA

**Cleo Subdio**  
King County Emergency Medical Services  
Seattle, WA

### Panelists:

Onna Pollock  
Franklin County SO  
Pasco, WA

Lisa Ernst  
Island County Communications  
Oak Harbor, WA

Sherrie Hoth  
West Pierce Fire & Rescue  
Lakewood, WA

T. J. Bloomingdale  
Valley Communications  
Kent WA

Chelsa Blackman  
Thurston County Communications  
Olympia, WA

Jason Molina  
Spokane Fire Dept.  
Spokane, WA

Elizabeth Paine  
Okanogan County  
Okanogan, WA

Julie Walker  
CRESA 9-1-1  
Vancouver, WA



## NOTES\*

*\*The "Notes" page is informative material and not a part of this American National Standard (ANS)*



Leaders in Public Safety Communications™

351 N. Williamson Blvd.

Daytona Beach, FL 32114 USA