



Minimum Training Standards for Public Safety Telecommunicators

APCO ANS 3.103.3-2025

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FOREWORD*

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EXECUTIVE SUMMARY*

The Minimum Training Standards for Public Safety Telecommunicators established by the Association of Public-Safety Communications Officials (APCO) International provides a foundational framework to ensure all public safety telecommunicators (PSTs) are trained consistently and effectively to perform their critical roles within emergency communications centers. In this ever-evolving technology driven ecosphere, telecommunicators are asked to do more each day to support their stakeholders. It is important that telecommunicators are trained proficiently so they can successfully perform their tasks to the fullest.

By following the standard, agencies can promote operational consistency, improve performance outcomes, and enhance the safety and effectiveness of public safety response systems. As recruitment and retention continue to be a concerning factor for PSAPs, having a successful training program based on a recognized standard can reduce burn out and high attrition rates. By establishing a solid training foundation, agencies can help mitigate mental health challenges by preparing telecommunicators for the volume and intensity of incidents they will encounter.

This standard defines baseline training requirements necessary to prepare PSTs to handle emergency and non-emergency incidents including requests for law enforcement, fire, and emergency medical services. It addresses essential knowledge, skills, and abilities (KSAs) across various subject areas, including:

- Telecommunicator roles and responsibilities
- Call processing and emergency dispatch procedures
- Interpersonal communications and customer service
- Technology systems and equipment and resources proficiency
- Incident management and response coordination

The standard also emphasizes continuing education, encouraging agencies to supplement the baseline with job-specific, regional, and advanced training as appropriate.

Adoption of this standard reflects a commitment to professional excellence, public accountability, and the lifesaving mission of public safety communications personnel nationwide.

APCO gathered a working group and committees of 9-1-1 professionals that are from diverse geographic areas, varying size and function PSAPs, and industry partners to update the 2015 standard. We thank these individuals who worked diligently to create a standard that is inclusive of today's practices and emerging technologies that are changing the 911 system.

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Chapter One

INTRODUCTION

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.

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.

Chapter Two

Agency Responsibilities

Scope

This chapter outlines the agency's responsibilities for providing training to both new and veteran Telecommunicators.

2.1 General Agency Responsibilities

- 2.1.1 **The Agency shall establish at minimum the training requirements herein, while complying with all other local, state, tribal and/or federal laws.**
- 2.1.2 **The Agency shall provide training to the Telecommunicator on the Agency's mission, vision, and core values.**
- 2.1.3 **The Agency shall provide policies, procedures, and/or written protocols regarding organizational structure and chain of command.**
- 2.1.4 **The Agency shall provide policies, procedures, and/or written protocols identifying and defining the Telecommunicator's scope of authority.**
- 2.1.5 **The Agency shall provide policies, procedures, and/or written protocols to the Telecommunicator identifying essential job duties and functions.**
- 2.1.6 **The Agency should outline literacy requirements, cognitive, affective, and psychomotor skills as such pertains to the role of a Telecommunicator.**
- 2.1.7 **The Agency shall develop policies, procedures, and/or written protocols defining their role and responsibilities regarding cultural diversity, equity, and inclusion.**
- 2.1.8 **The Agency shall develop policies, procedures, and/or written protocols identifying the process for staff orientation, to include but not limited to:**
 - 2.1.8.1 Timekeeping Procedures and Work Hours
 - 2.1.8.2 Organizational Structure and Organizational Chart
 - 2.1.8.3 Mission, Vision, and Core Values
- 2.1.9 **The Agency shall develop policies, procedures, and/or written protocols with information regarding response agency resources, i.e., SWAT, K9, dive, search, and rescue, HAZMAT, and other specialized response and location of public safety service buildings, apparatus, equipment, and resources, i.e., refers to fire stations, precincts, landing zones, and/or hospitals.**

- 2.1.10 The Agency shall develop policies, procedures, and/or written protocols defining the role of the Telecommunicator regarding National Incident Management System (NIMS), Incident Command System (ICS), Tactical Interoperable Communications Plan (TICP), other federal, state, and local emergency operations plans.**
- 2.1.11 The Agency shall provide training and performance expectations to the Telecommunicator detailing responses to catastrophic technological or structural failure within the communications center, emergency evacuation plans and recovery processes to ensure the continuity of operations.**
- 2.1.12 The Agency shall provide the Telecommunicator with policies, procedures, and/or written protocols in reference to customer service, personal conduct and behavior, courtroom demeanor, and ethical standards.**
- 2.1.13 The Agency should provide the Telecommunicator with information regarding access to and participation in such programs as:**
 - 2.1.13.1 Critical Incident Stress Management (CISM),**
 - 2.1.13.2 Employee Assistance Program (EAP),**
 - 2.1.13.3 Health and Wellness Programs,**
 - 2.1.13.4 Safety/Risk Management Programs,**
 - 2.1.13.5 Stress Management, and**
 - 2.1.13.6 Rules of Occupational Safety and Health Administration (OHSA), when applicable.**
- 2.1.14 The Agency shall provide the opportunity for the Telecommunicator to obtain and attend necessary training to receive and maintain required certifications or licenses.**
- 2.1.15 The Agency shall provide the Telecommunicator with a detailed overview of its quality assurance and/or quality improvement process(es) used to recognize excellence, identify areas needing improvement, and ensure performance measures are met.**
- 2.1.16 The Agency shall have an established performance appraisal process by which the job performance is regularly reviewed and evaluated.**
- 2.1.17 The Agency shall provide Telecommunicators with written information regarding disciplinary and grievance processes and policies to ensure the disciplinary process is conducted in a fair and consistent manner.**
- 2.1.18 The Agency shall provide training on policies, procedures, and/or written protocols in reference to the appropriate use of equipment, tools, resources, and technology.**

2.2 Training Program Administration

- 2.2.1 The Agency shall develop a detailed training curriculum to meet agency needs as well as local, state, tribal and/or federal requirements.**
- 2.2.2 The Agency shall provide a written description of the training program, benchmarks, timelines, required certifications, and available learning support tools and methods.**
- 2.2.3 The Agency shall establish detailed and defined performance expectations.**
- 2.2.4 The Agency shall observe and document the performance of all Telecommunicators, to ensure performance is consistent with Agency expectations.**
- 2.2.5 The Agency shall acknowledge positive performance and address deficient performance with the Telecommunicator in a timely manner.**
- 2.2.6 The Agency shall maintain a complete training record for all Telecommunicators according to applicable retention guidelines.**
- 2.2.7 The Agency shall provide the Telecommunicator with information on how and to whom they may address training issues and concerns.**
- 2.2.8 The Agency should require and ensure no less than twenty-four hours of continuing education or recurrent training for each Telecommunicator annually.**
- 2.2.9 The Agency should subscribe and make available to Telecommunicators, professional publications, i.e., National Emergency Response Plan, OSHA, and nationally recognized standards.**

2.3 Compliance with Policies, Procedures, and Written Protocols

- 2.3.1 The Agency shall provide the Telecommunicator with up-to-date policies, procedures, and/or written protocols.**

Chapter Three

Organizational Integrity

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.

3.1 Telecommunicator Responsibilities

3.1.1 The Telecommunicator shall demonstrate:

- 3.1.1.1 Comprehension of the Agency's stated vision, values, and mission statement.
- 3.1.1.2 Comprehension of the Agency's expectations of professional conduct.
- 3.1.1.3 Comprehension of the duties and essential functions of the position.
- 3.1.1.4 Comprehension of their scope of authority within the position.
- 3.1.1.5 Comprehension of the Agency's chain of command.
- 3.1.1.6 Proper application of the Agency's written directives.

3.1.2 The Telecommunicator shall adhere to applicable governmental or industry professional requirements, and local, state, tribal or federal statutes or codes.

3.1.3 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:

- 3.1.3.1 Data systems accessible through local, state, regional, federal, tribal or international networks, i.e., NCIC, NLETS, CJIS, CPIC, Interpol.
- 3.1.3.2 Information contained in calls for service, i.e., Medical (HIPAA), juvenile and other calls of a sensitive nature.
- 3.1.3.3 Information gained through the 9-1-1 system, and/or records management systems.

3.1.4 The Telecommunicator shall demonstrate comprehension of general liability concepts and terms as well as a comprehension of position specific liability issues.

Chapter Four

General Knowledge and Skills

Scope

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

4.1 General Knowledge of the Telecommunicator

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

- 4.1.1.1 Administrative, Industry, Operational, and Performance Standards,
- 4.1.1.2 Agency Mission and Core Values
- 4.1.1.3 Agency Policies, Procedures, and Protocols,
- 4.1.1.4 Automated Systems/Apps,
- 4.1.1.5 Chain of Command,
- 4.1.1.6 Command Structure and Roles,
- 4.1.1.7 Computer Basics,
- 4.1.1.8 Cultural Awareness,
- 4.1.1.9 Customer Service,
- 4.1.1.10 Cybersecurity,
- 4.1.1.11 EMS, Fire, and Law Enforcement Operations,
- 4.1.1.12 Responder equipment and resources capabilities and response,
- 4.1.1.13 Equipment Systems in the ECC,
- 4.1.1.14 Event categorization and prioritization,
- 4.1.1.15 Geography and Jurisdiction,
- 4.1.1.16 Group Dynamics and Organizational Culture,
- 4.1.1.17 Hazard awareness and safety instruction,

- 4.1.1.18 Comprehension of their roles in Incident Command System (ICS) and National Incident Management Systems (NIMS),
- 4.1.1.19 Laws, Statutes, Codes,
- 4.1.1.20 Liability,
- 4.1.1.21 Resources and resource allocation,
- 4.1.1.22 Scope of Authority,
- 4.1.1.23 Spelling and Grammar,
- 4.1.1.24 Stress Management,
- 4.1.1.25 Terminology to include acronyms, public safety terminology and radio lingo as related to discipline and,
- 4.1.1.26 Understanding duties and roles.

4.2 General Skills of the Telecommunicator

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

- 4.2.1.1 Accuracy,
- 4.2.1.2 Active Listening,
- 4.2.1.3 Attending, Paraphrasing and Summarizing
- 4.2.1.4 Basic computer and data entry skills,
- 4.2.1.5 Computer/Phone Skills,
- 4.2.1.6 Critical Thinking,
- 4.2.1.7 Customer Service,
- 4.2.1.8 Decisiveness
- 4.2.1.9 Delegation,
- 4.2.1.10 Effective Communication (verbal and written) with diverse populations,
- 4.2.1.11 Effective Customer Service while appropriately de-escalating incidents,
- 4.2.1.12 Interpersonal Communications,

- 4.2.1.13 Knowledge Application,
- 4.2.1.14 Leadership Qualities,
- 4.2.1.15 Stress Management,
- 4.2.1.16 Mapping Skills,
- 4.2.1.17 Memory/Retention/Recall,
- 4.2.1.18 Multi-tasking,
- 4.2.1.19 Observation,
- 4.2.1.20 Organized,
- 4.2.1.21 Prioritization,
- 4.2.1.22 Reading Comprehension,
- 4.2.1.23 Situational Awareness,
- 4.2.1.24 Split Ear Listening,
- 4.2.1.25 Task Completion,
- 4.2.1.26 Teamwork,
- 4.2.1.27 Time Management,
- 4.2.1.28 Troubleshooting,
- 4.2.1.29 Working Independently.

Chapter Five

Equipment and Technology

Scope

This chapter addresses the need for all Telecommunicators to demonstrate proficiency on all appropriate equipment and technology they may be expected to operate within the emergency communications center (ECC) for any of the four separate disciplines addressed in this standard. These proficiencies are located within each of the specific chapters for these disciplines and are Call Taking (Chapter 7), Law Enforcement Telecommunicator (Chapter 8), Fire Telecommunication (Chapter 9) and EMS Telecommunicator (Chapter 10).

5.1 Equipment and Technology

- 5.1.1 **The Telecommunicator shall demonstrate the ability to create, access, update and share incident data in accordance with Agency directives.**
- 5.1.2 **The Telecommunicator shall demonstrate the ability to utilize existing communication equipment, resources, and/or available technologies to meet operational needs in both normal and back-up in accordance with agency policy and procedures, local, state, tribal or federal laws.**
- 5.1.3 **The Telecommunicator shall demonstrate the ability to maintain the functionality of the equipment and resources utilized in the communication center within established guidelines.**
 - 5.1.3.1 Maintaining the functionality of equipment and resources includes the ability to troubleshoot and make notifications per agency guidelines when anomalies and failures occur.
- 5.1.4 **The Telecommunicator shall demonstrate the ability to use evolving and emerging technologies, when applicable.**

Professional Competence

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 Minimum Training Standards for Public Safety Telecommunicators 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.

6.1 General

- 6.1.1 **The Telecommunicator is responsible for their own learning during training.**
- 6.1.2 **The Telecommunicator is responsible for asking clarifying questions to ensure a thorough knowledge and understanding of the curriculum.**
- 6.1.3 **The Telecommunicator is responsible for providing honest and specific feedback to trainers regarding learning style preferences or issues that impact their learning.**
- 6.1.4 **The Telecommunicator is responsible for providing input to improve or enhance the curriculum to ensure current information is taught.**
- 6.1.5 **The Telecommunicator is responsible for always presenting themselves in a professional manner, being on time, being prepared, ready to learn and actively participating in their own learning.**
- 6.1.6 **The Telecommunicator shall comply with the requirements and rules of the learning environment or training facility.**
- 6.1.7 **The Telecommunicator is responsible for utilizing stress management principles.**
- 6.1.8 **The Telecommunicator shall demonstrate the ability to meet and/or exceed performance standards set by the Agency.**
- 6.1.9 **The Telecommunicator shall demonstrate job proficiency in assigned job tasks.**
- 6.1.10 **The Telecommunicator shall demonstrate compliance with Agency expectations, including personal conduct and ethical behavior.**

- 6.1.11 **The Telecommunicator shall comply with department, local, state, tribal and/or federal regulations.**
- 6.1.12 **The Telecommunicator shall actively seek and be receptive to feedback and review of their performance, including quality assurance or quality improvement programs.**
- 6.1.13 **The Telecommunicator shall demonstrate improvement of performance deficiencies.**
- 6.1.14 **The Telecommunicator shall demonstrate the ability to operate within all written directives and plans established by the Agency.**
- 6.1.15 **The Telecommunicator shall remain current and informed of all policies, guidelines, and plans.**
- 6.1.16 **The Telecommunicator shall demonstrate the appropriate application of policies, guidelines, and/or plans.**
- 6.1.17 **The Telecommunicator shall recommend updates to policies, guidelines, and plans when appropriate.**
- 6.1.18 **The Telecommunicator should demonstrate the ability to utilize networking opportunities when appropriate.**
- 6.1.19 **The Telecommunicator should take advantage of opportunities to network both within the public safety community and within the community for which they provide service.**
- 6.1.20 **The Telecommunicator should recognize networking opportunities presented in concert with training, professional affiliations, and community outreach.**
- 6.1.21 **The Telecommunicator should review professional publications in order to enhance professional competence and remain up to date on developments within the profession.**
- 6.1.22 **The Telecommunicator should stay informed about current events impacting the public safety communications industry by reading professional publications that identify, regulate, or mandate activities related to public safety emergency communications.**
- 6.1.23 **The Telecommunicator should take responsibility for their own professional development.**
- 6.1.24 **The Telecommunicator should identify and pursue professional goals.**
- 6.1.25 **The Telecommunicator should actively seek developmental opportunities to enhance their job knowledge and skills.**
- 6.1.26 **The Telecommunicator should manage their occupational wellness by:**

- 6.1.26.1 Participating in peer support, critical incident stress debriefings, and employee assistance programs
- 6.1.26.2 Developing physical wellness routines and habits.

Chapter Seven

Call Taker

Scope

This chapter addresses the training necessary to perform the duties defined for a Public Safety Communications Call Taker. Training shall ensure the Call Taker can execute all primary and ancillary duties at a proficient level, as established by the ECC.

Definition

A Public Safety Communications Call Taker processes emergency and non-emergency incidents for assistance, while providing excellent customer service by gathering, analyzing, prioritizing, and relaying accurate information to efficiently ensure the safety of the public and responders.

7.1 Provide Call Taker Services

7.1.1 The Call Taker shall triage and process service incidents by:

- 7.1.1.1 Answering all incidents promptly and in accordance with Standard Operating Procedures (SOPs).
- 7.1.1.2 Determining the priority of each incident based on the information provided and SOP guidelines.
- 7.1.1.3 Ask relevant questions to gather essential information.
- 7.1.1.4 Document incident information and details accurately.
- 7.1.1.5 Maintain a professional demeanor, ensuring calm and controlled interactions.

7.1.2 The Call Taker shall demonstrate effective communication by:

- 7.1.2.1 Speaking clearly and enunciate to ensure accurate communication.
- 7.1.2.2 Avoiding the use of jargon or technical terms that may confuse callers.
- 7.1.2.3 Showing respect and empathy toward the caller.
- 7.1.2.4 Maintaining the control of the conversation to obtain necessary details efficiently.
- 7.1.2.5 Providing excellent customer service, remaining patient and professional.

7.1.3 The Call Taker shall ascertain incident information.

- 7.1.4 **The Call Taker shall obtain and verify the location of the incident and telephone number of the reporting party.**
- 7.1.5 **The Call Taker shall ask clear, specific questions to gather details about the incident, including any ongoing or potential hazards.**
- 7.1.6 **The Call Taker shall determine any immediate safety concerns.**
- 7.1.7 **The Call Taker shall accurately document all necessary information about the incident, including the level of urgency and any additional relevant details.**
- 7.1.8 **The Call Taker shall ensure the incident is labeled and categorized correctly based on the information provided.**

7.2 Managing Challenging Callers

- 7.2.1 **The Call Taker shall use repetitive persistence when needed to gain necessary information, especially in high-stress situations.**
- 7.2.2 **The Call Taker should apply special techniques as needed when interacting with elderly, children, mentally ill, hysterical, angry, or communication-impaired callers.**
- 7.2.3 **The Call Taker shall convey respect throughout the call, even when managing difficult or distressed callers.**

7.3 Taking Appropriate Action

- 7.3.1 **The Call Taker shall make appropriate referrals when needed, directing the reporting party to the correct resources or services.**
- 7.3.2 **The Call Taker shall provide pre-dispatch instructions to ensure the safety of the reporting party and may provide post-dispatch instructions as appropriate.**

7.4 Operating ECC Equipment and Resources

- 7.4.1 **The Call Taker shall proficiently utilize the call handling solution, which includes answering incoming calls, placing outgoing calls as necessary, use TTY (Text Telephone Equipment), and other included applications.**
- 7.4.2 **The Call Taker shall enter, access and update incident data in a CAD system and associated applications to perform their duties.**
- 7.4.3 **The Call Taker shall operate and utilize the ECC agency approved GIS/mapping system(s).**
- 7.4.4 **The Call Taker should utilize reference resources such as co-worker expertise, training manuals, internet, city, county and tribal services.**

- 7.4.5 The Call Taker shall comply with state, federal, and industry standards for communicating with the Deaf, Deafblind, Hard of Hearing and Speech Disabled.**
- 7.4.6 The Call Taker shall leverage all approved ECC resources to process multimedia data, including but not limited to Text to 911/RTT (Real Time Text), video, social media platforms, public safety platforms, online communication tools, or third-party assistance, and mobile applications.**
- 7.4.7 The Call Taker shall maintain equipment and resources functionality by testing and troubleshooting and reporting needed repairs.**
- 7.4.8 The Call Taker shall maintain familiarity and apply continuity of operations plan (COOP) during equipment, resources, and system failures.**

Chapter Eight

Law Enforcement Telecommunicator

Scope

This chapter addresses the training necessary to perform the duties defined for a Public Safety Law Enforcement Telecommunicator. Training shall ensure the Telecommunicator can execute all primary and ancillary duties at a proficient level, as established by the ECC.

Definition

The function of a Law Enforcement Telecommunicator is to communicate with law enforcement services by analyzing, prioritizing, processing and recording calls and analyzing and disseminating data to ensure the safety of responders and the public by maintaining radio contact with officers while providing excellent customer service.

8.1 Process Law Enforcement Incidents

- 8.1.1 **The Law Enforcement Telecommunicator shall analyze service requests by creating and updating CAD, maintaining incident narratives and prioritizing incidents.**
- 8.1.2 **The Law Enforcement Telecommunicator shall demonstrate effective listening by:**
 - 8.1.2.1 Accurately Processing and Interpreting Radio Transmissions
 - 8.1.2.2 Enunciating Clearly and Being Concise
 - 8.1.2.3 Applying Appropriate Terminology per ECC SOGs
 - 8.1.2.4 Applying Customer Service Techniques
 - 8.1.2.5 Utilizing Split Ear Technique to Listen to Both Radio and Phone when Applicable.
- 8.1.3 **The Law Enforcement Telecommunicator shall ensure responder safety by performing status checks, anticipate escalation and identify and communicate scene and responder safety issues.**
- 8.1.4 **The Law Enforcement Telecommunicator shall dispatch and coordinate law enforcement incidents by:**
 - 8.1.4.1 Assigning Units to Incidents
 - 8.1.4.2 Obtaining an Acknowledgement from Responders

- 8.1.4.3 Coordinate Needed Resources
- 8.1.4.4 Relay Incident Update Information to Responders
- 8.1.4.5 Disseminate Broadcast Information such as Be On the Lookouts and Attempt to Locates to Responders and other Resources.
- 8.1.5 **The Law Enforcement Telecommunicator shall facilitate radio traffic by monitoring and managing assigned radio channels and ensure compliance to FCC Part 90 Rules and Regulations.**
- 8.1.6 **The Law Enforcement Telecommunicator should make appropriate notifications to supervision, other agencies and resources for information sharing and mutual aid assistance.**
- 8.1.7 **The Law Enforcement Telecommunicator should participate in call critique sessions, peer support programs, attend Critical Incident Stress Management (CISM) debriefings.**
- 8.1.8 **The Law Enforcement Telecommunicator shall testify in court when called upon.**

8.2 Operate ECC Equipment and Resources

- 8.2.1 **The Law Enforcement Telecommunicator shall enter, access and update incident data in a CAD system and associated applications to perform duties.**
- 8.2.2 **The Law Enforcement Telecommunicator shall utilize a radio system to dispatch incidents, relay information, maintain status of responders and respond to emergency radio alarms.**
- 8.2.3 **The Law Enforcement Telecommunicator should operate NCIC/State/Local criminal justice databases per ECC SOGs.**
- 8.2.4 **The Law Enforcement Telecommunicator shall leverage all approved ECC resources to process multimedia data for the purpose of dispatching and incident management, including but not limited to Text to 911/RTT (Real Time Text), video, social media platforms, public safety platforms, online communication tools, or third-party assistance, and mobile applications.**
- 8.2.5 **The Law Enforcement Telecommunicator shall operate and utilize the ECC agency approved GIS/mapping system(s).**
- 8.2.6 **The Law Enforcement Telecommunicator shall proficiently utilize the call handling solution, which includes answering incoming calls, placing outgoing calls as necessary, use TTY (Text Telephone Equipment), and other included applications.**

- 8.2.7 The Law Enforcement Telecommunicator should access and update records utilizing a records management system as required per the ECC.**
- 8.2.8 The Law Enforcement Telecommunicator should utilize reference resources such as co-worker expertise, training manuals, internet, city, county and tribal services.**
- 8.2.9 The Law Enforcement Telecommunicator shall maintain equipment and resources functionality by testing and troubleshooting and reporting needed repairs.**
- 8.2.10 The Law Enforcement Telecommunicator shall maintain familiarity and apply continuity of operations plan (COOP) during equipment and resources and system failures.**

Chapter Nine

Fire Telecommunicator

Scope

This chapter identifies the minimum training requirements for a Public Safety Fire Telecommunicator. Training shall ensure the Fire Telecommunicator can execute all primary and ancillary duties at a proficient level, as established by the Agency

Definition

A Fire Telecommunicator is responsible for facilitating access to fire resources and emergency management services by accurately receiving, analyzing, prioritizing, coordinating, and processing incidents in a timely and efficient manner. This role involves managing resources, maintaining clear communication, and delivering excellent customer service to ensure the safety of the public and responders through situational awareness.

9.1 Process Fire Service Incidents

- 9.1.1 **The Fire Telecommunicator shall analyze incidents for service by receiving incoming incidents, creating and modifying CAD incidents, gathering necessary information, anticipating potential escalation, and ensuring the safety of the scene and responders.**
- 9.1.2 **The Fire Telecommunicator shall initiate an incident response by prioritizing fire incidents. They will assign units to incidents based on their local agency policy, relay relevant information, obtain acknowledgment from units, coordinate available resources, disseminate information to other responders, and dispatch resources in accordance with established policies and procedures.**
- 9.1.3 **The Fire Telecommunicator shall manage radio traffic by acknowledging and processing radio requests, monitoring the assigned radio channels, responding to emergency radio requests, and complying with FCC Part 90 Rules and Regulations.**
- 9.1.4 **Fire Telecommunicator shall ensure effective communication by delivering timely and detailed incident updates to responders through radio and CAD documentation. These updates should encompass a comprehensive call narrative, critical information regarding scene safety, current status of responding units, and the completion of all necessary incident documentation.**
- 9.1.5 **The Fire Telecommunicator shall make necessary notifications according to agency policy, including but not limited to:**
 - 9.1.5.1 Notify the ECC leadership

- 9.1.5.2 Notify Command Staff
- 9.1.5.3 Notify other Appropriate Resources
- 9.1.5.4 Activate Mutual Aid
- 9.1.5.5 Coordinate Special Incident Notifications
- 9.1.5.6 Conduct Shift/Safety Briefings
- 9.1.6 **The Fire Telecommunicator shall ensure scene safety in accordance with agency policy.**
- 9.1.7 **The Fire Telecommunicator shall demonstrate clear and effective communication.**
- 9.1.8 **The Fire Telecommunicator should participate in post incident activities such as critical incident stress debriefs, relay response summaries, report incident flaws, provide operational feedback, and submit appropriate documents.**

9.2 Operate ECC Equipment and Resources

- 9.2.1 **The Fire Telecommunicator shall operate the call handling system, which includes answering incoming phone calls, placing outgoing phone calls as necessary, and using TTY (Text Telephone) equipment and resources.**
- 9.2.2 **The Fire Telecommunicator shall utilize a radio system to dispatch incidents, process field requests, relay information, maintain status of equipment, resources, and responders, and respond to emergency radio alarms.**
- 9.2.3 **The Fire Telecommunicator shall enter, access and update incident data in a CAD system as well as utilize supported applications to perform duties.**
- 9.2.4 **The Fire Telecommunicator should maintain equipment and resources functionality by testing and troubleshooting equipment, resources, and reporting needed repairs.**
- 9.2.5 **The Fire Telecommunicator shall leverage all approved agency resources to process multimedia data, including but not limited to Text-to-911/RTT, video, social media platforms, public safety platforms, online communication tools, or third party assistance and mobile applications.**
- 9.2.6 **The Fire Telecommunicator shall maintain familiarity and apply the continuity of operations plan (COOP) during equipment, resources, and system failures.**
- 9.2.7 **The Fire Telecommunicator should operate and utilize the ECC approved GIS/mapping system.**

Chapter Ten

EMS Telecommunicator

Scope

This chapter addresses the training necessary to perform the duties defined for a Public Safety EMS Telecommunicator. Training shall ensure the EMS Telecommunicator can execute all primary and ancillary duties at a proficient level, as established by the Agency.

Definition

An EMS Telecommunicator is one who provides dispatch service by analyzing, prioritizing, and processing incidents while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for emergency medical service while providing excellent customer service in accordance with local, state, and national standards.

10.1 Process Medical Incidents:

10.1.1 The EMS Telecommunicator shall proficiently handle service incidents which include the following tasks:

10.1.1.1 Accurately document the details of each emergency incident to ensure a comprehensive log of all interactions.

10.1.1.2 Gather critical information, validate the accuracy of this information, confirm details to ensure understanding of the situation.

10.1.1.3 Identifying the appropriate jurisdiction for the incident or patient to ensure a timely and effective response by the relevant emergency services.

10.1.1.4 Employing clear and effective communication skills

10.1.1.5 Providing Pre-Arrival Instructions (PAIs) and Post-Dispatch Instructions (PDIs) to callers on how to manage the situation until emergency personnel arrive.

10.1.2 The EMS Telecommunicator shall assess resource availability, assign the appropriate resource to the incident, communicate relevant information, and designate the necessary personnel.

10.1.3 The EMS Telecommunicator shall effectively manage call status by:

10.1.3.1 Tracking and Monitoring the Status of Units.

10.1.3.2 Documenting Relevant Information Essential for Effective Operations.

- 10.1.3.3 Processing Necessary Updates in a Timely Manner.
 - 10.1.3.4 Requesting Additional Resources as Required.
 - 10.1.3.5 Monitoring the Status of Hospitals to Ensure Proper Coordination.
 - 10.1.3.6 Making Appropriate Notifications
 - 10.1.3.7 Providing Consistent and Clear Radio Communication.
- 10.1.4 **The EMS Telecommunicator shall participate in post incident activities such as CISM briefings, relay response summary, provide operational feedback and finalize and submit appropriate documentation.**
 - 10.1.5 **The EMS Telecommunicator shall monitor scene safety and take appropriate action to address potential hazards.**
 - 10.1.6 **The EMS Telecommunicator shall adhere to the guidelines set by the agency's policies and protocols based on the jurisdiction.**
 - 10.1.7 **The EMS Telecommunicator shall manage radio traffic by actively listening to radio communications from emergency responders in the field, directing them to incidents, prioritizing calls, assigning units to specific situations and ensuring clear and concise communication and complying with FCC Part 90 Rules and Regulations.**

10.2 Operate ECC Equipment and Resources

- 10.2.1 **The EMS Telecommunicator shall operate the call handling system, which includes answering incoming phone calls, placing outgoing phone calls as necessary, and using TTY (Text Telephone) equipment and resources.**
- 10.2.2 **The EMS Telecommunicator shall enter, access and update incident data in a CAD system as well as utilize supported applications to perform duties.**
- 10.2.3 **The EMS Telecommunicator shall utilize a radio system to dispatch calls, relay information, maintain and monitor the status of responders, and respond to emergency radio alarms.**
- 10.2.4 **The EMS Telecommunicator should maintain equipment and resources functionality by testing and troubleshooting equipment, resources, and reporting needed repairs.**
- 10.2.5 **The EMS Telecommunicator shall leverage all approved agency resources to process multimedia data, including but not limited to Text-to-911/RTT, video, social media platforms, public safety platforms, online communication tools, or third-party assistance and mobile applications.**

- 10.2.6 The EMS Telecommunicator shall maintain familiarity and apply the continuity of operations plan (COOP) during equipment, resources, and system failures.**
- 10.2.7 The EMS Telecommunicator should operate and utilize the ECC approved GIS/mapping system.**
- 10.2.8 The EMS Telecommunicator shall analyze, manage, and monitor the coverage areas within their jurisdiction, ensuring that emergency services are effectively coordinated and readily available when needed.**
- 10.2.9 The EMS Telecommunicator should actively monitor and maintain situational awareness of the operations of other public safety agencies and other various services to ensure effective communication and coordination during emergencies.**

ACRONYMS AND ABBREVIATIONS

ADA	Americans with Disabilities Act
AED	Automated External Defibrillator
AHJ	Authority Having Jurisdiction
ANS	American National Standards
ANSI	American National Standards Institute
APCO	Association of Public Safety Communications Officials
CAD	Computer Aided Dispatch
CALEA	Commission on Accreditation for Law Enforcement Agencies
CISM	Critical Incident Stress Management
CTO	Communications Training Officer
EAP	Employee Assistance Program
EMD	Emergency Medical Dispatch
FLSA	Fair Labor Standards Act
FMLA	Family Medical Leave Act
HIPPA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
NFPA	National Fire Protection Association
NG911	Next Generation 9-1-1
NIMS	National Incident Management System
OSHA	Occupational Health and Safety Administration
PSAP	Public Safety Answering Point
QA/QI	Quality Assurance (QA) and Quality Improvement (QI) Program
SOG	Standardized Operating Guidelines
SOP	Standardized Operating Procedures

SDC	Standards Development Committee
TTY/TDD	Teletypewriters / Telecommunications Device for the Deaf
TICP	Tactical Interoperable Communication Plan

GLOSSARY

STANDARD OPERATING PROCEDURES (SOP): a written directive that provides a guideline for carrying out an activity. The guideline may be made mandatory by including terms such as “shall” rather than “should” or “must” rather than “may.”

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.

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.

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.

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 stakeholders¹, or event(s) consistent with general practices and locally defined parameters.

CALLS FOR SERVICE OR REQUEST FOR SERVICE: A call that results in the provision of a public safety service or response.

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

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 evaluation².

¹ May include, but is not limited to law enforcement officers, fire fighters, emergency medical technicians, paramedics, emergency management personnel.

² Taxonomy of Education and Objectives, Benjamin Bloom

CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS): 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.

EMERGENCY MEDICAL DISPATCHER (EMD): 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.

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.

KNOWLEDGE: Fundamental understanding one must have to perform a specific task.

LAW ENFORCEMENT 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 response to requests for law enforcement services, in accordance with local, state, tribal, or national standards.

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 to manage emergency operations under one functional organization³.

PSYCHOMOTOR DOMAIN: This is a learning domain that pertains to the physical realm, manual skills, actions, and physical skills⁴.

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.

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.

³ Homeland Security Presidential Directive (HSPD)-5

⁴ Taxonomy of Education and Objectives, Benjamin Bloom

PUBLIC SAFETY COMMUNICATIONS SUPERVISOR (SUPERVISOR): The first-level public safety communications professional who provides leadership to employees through experience and training to achieve the agency’s mission, standards, and goals.

PUBLIC SAFETY TELECOMMUNICATOR (PST): 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.

RECORDS MANAGEMENT SYSTEM (RMS): It is an automated system used to manage public safety records.

QUALITY ASSURANCE (QA): All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements⁵.

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.

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.

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

SHOULD: Within the context of this standard, “should” indicates a recommendation.

STANDARD OPERATING PROCEDURES (SOP):

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.

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).

⁵ Institute for Telecommunications Services, the research and engineering branch of National Telecommunications and Information Administration, a part of the US Dept. of Commerce.

TEXT TO 911/RTT (REAL TIME TEXT): Real-Time Text. Allows text to be transmitted instantly as it is typed or created over Internet protocol (IP) networks. With RTT, there is no need to press a “send” key as there is for SMS texting.

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

WRITTEN DIRECTIVES: A set of agency specific policies, procedures, rules, regulations, and guidelines.

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