



The State of Kansas Training Standards

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Chapter 1 Introduction

Emergency Communications is an evolving industry but the primary focus has been on the evolution of technologies. Since 9-1-1's inception, cell phones have become prevalent, text messaging has become a preferred form of communication for a large portion of the population, and the landscape of telephonic technology looks completely different. As an industry we are responding to that technologic evolution but, for the large part, we have thus far ignored a large factor in the maturation of the emergency communications industry – the dispatcher.

Dispatch agencies were originally staffed with field personnel assigned to desk duty due to punishment or injury or it was staffed by secretaries. Today dispatch agencies are staffed with emergency personnel that have chosen to serve their communities by being that voice on the other end of the phone that provides hope and relief during crisis. They have chosen to serve public safety agencies by providing accurate, timely dispatching services and ensuring the safe passage of emergency personnel in the field. With this choice comes an obligation to the Public Safety Answering Point (PSAP) to provide these public safety professionals with adequate and appropriate training to provide these critical emergency services.

Standardization of training practices throughout the State of Kansas will help PSAP managers provide adequate and continuous training to the professionals that serve their agencies and will reap benefits both for citizens and field personnel within their communities as well as for the PSAP itself. Citizens and field units will benefit by the consistent level of service received. It will no longer matter who trained said dispatcher, each dispatcher will be armed with all of the information and skills needed to provide assistance when it is so desperately needed. PSAPs and communities will both benefit by the retention of solid, well trained employees. Studies have shown that “Employers who invest in training and staff development not only reap productivity benefits but also have a better chance of retaining employees.”^[1]

Training standards could easily be dismissed as being too costly or by being looked at as “big brother” dictating how PSAPs operate but that thinking would both be shortsighted and narrow minded. The up-front cost of training would be offset by the decreased need for training as employees are retained longer. The liability of not providing at least the adopted, minimum training standards would be far more costly in the long run than providing the training to begin with. Likewise, training standards do not dictate how a PSAP operates; they simply provide direction for training a well-rounded dispatcher who is ready to respond to any situation that may come their way.

Emergency Communications is the only sector of public safety that does not require a minimum number of training hours before being thrust into the field, handling critical situations. Firefighters, paramedics, and law enforcement officers all have minimum training standards. The role an emergency dispatcher plays in a public safety incident is just as critical as the role a firefighter or paramedic may play, therefore we need to do all we can to ensure that dispatchers are prepared for that role.

1.1 **Scope**

This standard identifies the minimum training requirements for both new and veteran Public Safety Telecommunications. 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.

1.2 **Purpose**

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

1.3 **Definitions**

Definitions of terms used throughout this document.

1.3.1 **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.

1.3.2 **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.

1.3.3 **The Americans With Disabilities Act (ADA):** A Federal law that requires all Public Safety Answering Pointes (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.

1.3.4 **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 (this may include, but not limited to: law enforcement officers, firefighters, emergency medical technicians, paramedics, and emergency management personnel), or event(s) consistent with general practices and locally defined parameters.

- 1.3.5 **Calls for Service or Request for Service:** A call that results in the provision of a public safety service or response.
- 1.3.6 **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.
- 1.3.7 **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.
- 1.3.8 **Criminal Justice Information Systems:** This 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.
- 1.3.9 **Emergency Medical Services Dispatcher (EMSD):** 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.
- 1.3.10 **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.
- 1.3.11 **Knowledge:** Fundamental understanding one must have in order to perform a specific task.
- 1.3.12 **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 responses to requests law enforcement services, in accordance with local, state, tribal, or national standards.
- 1.3.13 **National Incident Management System/Incident Command System (NIMS/ICS):** An organized method to define roles, responsibilities, and standard operation procedures used to unify multiple disciplines in order to manage emergency operations under one functional organization.
- 1.3.14 **Psychomotor Domain:** This is a learning domain that pertains to the physical realm, manual skills, actions, and physical skills.

- 1.3.15 **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 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.
- 1.3.16 **Public Safety Communication 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 a service or 9-1-1 phone calls culminate, and/or where calls for service were dispatched to public safety service providers.
- 1.3.17 **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.
- 1.3.18 **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.
- 1.3.19 **Records Management Systems (RMS):** It is an automated system used to manage public safety records.
- 1.3.20 **Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.
- 1.3.21 **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.
- 1.3.22 **Quality Assurance 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.
- 1.3.23 **Quality Improvement Process:** Actions taken to improve or correct areas of concern.
- 1.3.24 **Shall:** Within the context of this standard, "shall" indicates a mandatory requirement.
- 1.3.25 **Should:** Within the context of this standard, "should" indicates a recommendation.
- 1.3.26 **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.

- 1.3.27 **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's telematics) and to commercial fleet owners and managers (commercial telematics).
- 1.3.28 **Trainee:** A Telecommunicator being trained in any one of the disciplines covered in this document.
- 1.3.29 **Written Directives:** A set of agency specific policies, procedures, rules, regulations, and guidelines.

Chapter 2 Agency Responsibilities

2.1 Scope

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, and federal laws, to include, but not limited to: the ADA, Fair Labor Standards Act, and Equal Employment Opportunity laws.
- 2.2.2 The Agency shall provide to the Telecommunicators any existing or revised vision, values, and mission statements.
- 2.2.3 The Agency shall provide the Telecommunicators with information regarding the Agency's organizational structure and chain of command.
- 2.2.4 The Agency shall provide the Telecommunicators with information that clearly defines the Telecommunicator's scope of authority.
- 2.2.5 The Agency shall provide the Telecommunicators 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 Telecommunicators with information on cultural diversity (e.g. culture, sexual orientation, and special needs customers).
- 2.2.8 The Agency shall provide the Telecommunicators 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
 - 2.2.8.7 Work hours.
- 2.2.9 The Agency shall provide the Telecommunicator with information regarding response agency resources (SWAT, K9, Dive, Search and Rescue, HAZMAT and other specialized responses), including location of public safety service buildings (refers to fire stations, precincts, landing zones, and/or hospitals), 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 operation plans.
- 2.2.11 The Agency shall provide a detailed overview 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.
- 2.2.12.1 The Agency shall identify misconduct of the Telecommunicator that could result in disciplinary actions, including the loss of certification, licenses or employment.
- 2.2.13 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 Stress Management, and
 - 2.2.13.5 Safety/Risk Management Programs.
- 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.
- 2.2.16 The Agency shall provide the Telecommunicator with an 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.
- 2.2.17 The Agency shall have an established and standardized 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 and policy violations 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 that 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 (This twenty-four hour requirement is inclusive of CALEA and other local, state, tribal, or federal requirements).
 - 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. These include 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.

- 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. (Applies to information regarding states' certification, standards, ect).

- 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, (NCIC, NLETS, criminal justice information systems, CPIC, Interpol, ect.)
 - 3.10.2 Information contained in calls for service, (Medical (HIPAA), juvenile and other calls of a sensitive nature.),
 - 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 the public safety communications.

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 Comprehension of jurisdictional boundaries and geography,
- 4.2.2 Proper application of Agency terminology,
- 4.2.3 An awareness of and respect for diverse populations,
- 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 Multi-task,
- 4.3.2 Think critically,
- 4.3.3 Provide effective customer service,
- 4.3.4 Manage stress,
- 4.3.5 Make quick workable decisions,
- 4.3.6 Solve problems,
- 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 Clearly enunciate,
 - 4.3.8.3 Appropriate use of Agency terminology, codes and signals, plain speech/language techniques, and phonetic alphabet.

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 communications 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, ect.) 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 and other equal access technologies).
- 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, and 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. The function of 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 (instructions given to the caller before the arrival of responders as defined by the Agency's approved protocols.) and inform callers of actions being taken to respond to the request 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 per policy of the agency.

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, 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 Computer-Aided Dispatch (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 response 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 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 per policy of the agency.

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 responders 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 per policy of the agency.

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

Resources for Statewide Training Standards

www.usa.gov (U.S. Federal Government)

www.fema.gov/plan (Federal Emergency Management Agency)

www.ferc.gov (Federal Emergency Regulatory Commission)

www.fbi.gov (Federal Government website – information on NCIC and CJIS)

www.fcc.gov (U.S. Federal Communications Commission)

www.training.fema.gov (Federal Emergency Management Agency)

www.fema.gov (Federal Emergency Management Agency)

www.osha.gov (U.S. Department of Labor, Occupational Safety & Health Administration)

www.dhs.gov (U.S. Department of Homeland Security)

www.interpol.int (International Criminal Police Organization)

www.hhs.gov (U.S. Department of Health and Human Services – HIPAA information)

www.phe.gov (U.S. Department of Health and Human Services -Public Health Emergency)

www.ncsl.org (National Conference of State Legislatures)

www.dol.gov (U.S. Department of Labor)

www.kansas.gov (Official website for the State of Kansas)

www.kansastag.gov (Kansas Adjutant General’s Department)

www.kema.org (Kansas Emergency Management Association)

www.ksready.gov (Kansas State Response Plan)

www.ksrevenue.org (Kansas Department of Revenue – DMV)

www.kdheks.gov (Kansas Department of Health and Environment)

www.kansas911.org (9-1-1 Kansas Coordinating Council)

www.ada.gov (Americans with Disabilities Act)

www.humanresources.com (Human Resources Information website)

www.criticalincidentstress.com (CISM International)

www.eap-sap.com (Listing of National and International EAP providers)

www.mayoclinic.org (Mayo Clinic homepage)



www.nena.org (National Emergency Number Association)

www.apcointl.org (Association of Public Safety Communications Officials)

www.apcostandards.org (Association of Public Safety Communications Officials Standards)

www.911dispatch.com (Online 9-1-1 Magazine)

www.911trainer.com (Emergency Communications Training Company)

www.911insight.com (Public Safety Technology website)

www.pmd911.com (Professional Dispatch Management)

www.pstc911.com (Public Safety Training Consultants)

www.e911training.com (Public Safety Consultants)

www.apco911.org (Association of Public Safety Communications Officials)

www.mcp911.com (Mission Critical Partners)

www.neci911.com (National Emergency Communications Institute)

www.911certification.org (Information on the National Emergency Communications Certification)

www.911dispatch.com/training-resouces (Online Dispatch Magazine)

www.neci911.com (National Emergency Communications Institute)

www.911dispatch.com/tape-library (Tape Library - Dispatch online Magazine)

www.911enable.com (9-1-1 information website)

www.911.gov (9-1-1 training website with NG911 information)

www.friendsof911.org (networking and training website)

www.911lifeline.org (professional website for training and networking)

www.pei-911.com (Profile Evaluations Inc.)

www.concepts2ops.com (Concepts to Operations website)

www.consultant-registry.com (website for VoIP/911 courses)

www.contact-one.com (GIS consulting for Public Safety Agencies)

www.ctacommunications.com (CTA Communications website)

www.dorsey-pages.com (CAD, network and wireless planning selection)

www.trigrowth.com (Impact America training website)

www.MarinConsultingAssoc.com (Leadership, accountability and assertive supervision courses)



www.medicalpriority.com (Medical Priority Consultants Inc. – EMD training)

www.provenways.ca (Emergency Services, Communications, Training and Consulting)

www.bmh-cpa.com/JoAnneHollmann (Pro Telecomm Inc.)

www.pscms.net (Public Safety Communications Management Services)

www.thepscgroup.net (Public Safety Consulting Group)

www.publicsafetygroup.com (The Public Safety Group)

www.gems.com (Quality Enhanced Management Systems Inc.)

www.SuccessCommunicationsInc.com (Success Communications Inc.)

www.tacticalLEO.com (Tactical Advantage Solutions LLC)

www.TeamBuildingUSA.com (management and communications training website)

www.humanresources.com (Human Resources website)

www.hr.ubc.ca (The University of British Columbia Human Resources website)

www.smallbusiness.chron.com (website that outlines misconduct in the workplace)

www.wpi.edu (Worcester Polytechnic institute – has section on performance reviews)

www.hrhero.com (Human Resources website)

www.shrm.org (Society for Human Resource Management)

www.traininsolutions.com (Training Solutions Inc.)

www.uslegal.com (US Legal website)

www.powerphone.com (Power Phone website – training articles and resources)

www.alliancetac.com (Alliance Training and Consulting Inc.)

www.emergencydisptach.org (National Academies of Emergency Dispatch)

www.prioritydispatch.net (Priority Dispatch homepage)

www.naedjournal.org (The Journal of Emergency Dispatch)

www.ems1.com (Paramedic and EMT website)

www.officer.com (Law Enforcement website with 9-1-1 training articles)

www.nlets.org (The International Justice and Public Safety Network)

www.abouttty.com (TTY information website)

www.nad.org (National Association of the Deaf)



www.urgentcomm.com (communications website with NG911 information)

www.telecomsys.com (Telecommunication Systems)

www.tsag-its.org (Transportation Safety Advancement Group with NG911 section)

www.intrado.com (Provides 9-1-1 support services)

www.theindustrycouncil.org (“iCERT” Industry Council for Emergency Response Technologies)

www.ntia.doc (National Telecommunications & Information Administration)

www.firstnet.gov (First Responder Network Authority)

www.asaecenter.org (The Center for Association Leadership – Human Resource section)

www.geo-comm.com (NG911/GIS website)

www.missingkids.com (National Center for Missing & Exploited Children)

www.nij.gov (National Institute of Justice)

www.justice.gov (U.S. Department of Justice)

www.emergencydispatch.org (International Academies of Emergency Dispatch)

www.critical911.com (Dispatcher/Call taker pre-employment testing)

www.ics.com (Integrated Computer Solutions)

www.firedispatch.com (Emergency Fire Department Incidents website)

www.fireengineering.com (Firefighter online publication)

www.everyonegoeshome.com (National Fallen Firefighters Foundation)

1-612-430-2772 (Direct Response Communications, Inc. “Survival in the Communications Center” seminars)

1-818-580-1384 (Personal Power Resources)

1-904-646-2722 (Institute of Police Technology and Management)

1-800-397-9456 (Just for Dispatchers – video training series)

1-800-767-5700 (Success Sciences - Emergency Communications Coach training program)

1-800-249-9179 (CD Communications)

1-800-636-2475 (Direct Response Communications, Inc.)

1-800-831-9911 (Dispatch Institute)

1-800-723-4672 (International Municipal Signal Association – dispatcher certification)



FEMAs Independent Study Program (ISP) - <http://www.training.fema.gov/IS/crslist.aspx>

DHS Online Training - <http://www.dhs.gov/how-do-i/find-training-opportunities>

NENA Standards - <http://www.nena.org/?page=Standards>

NENA Webinars - <http://www.nena.org/?Webinars>

NENA Online Training - <http://www.nena.org/?OnlineEducation>

APCO Training - <https://www.apcointl.org/training-and-certification.html>

Dispatch Magazine Training Resources - <http://www.911dispatch.com/training-resources/>

PowerPhone Training Videos - <http://www.powerphone.com/videos/>

DHS Office of Emergency Communications - <http://www.dhs.gov/about-office-emergency-communications>

911 National Public Educator Forum - <http://www.911npef.org/>
