Technical Committee on
Public Safety Telecommunicator Professional Qualifications

Report on Comments (NFPA 1061)

March 15, 2012
Conference Call (877) 320-2367 PIN 4892490
Live Meeting (Details to Follow)

10:00 AM ET

Agenda

1. Call to Order – Chair Jackie Kilby-Richards
2. Introduction of Members and Guests
3. Chair’s Remarks and Purpose of Meeting
4. Review of Minutes from Previous Meeting
5. Committee Procedures – Staff Liaison Tom McGowan
   a. NFPA Codes and Standards Making Process - ROC
   b. ProQual JPR Format
   c. Document Cycle Information
   d. NFPA Updates
6. Review of ROP – Technical Committee
   a. Review of Public Comments and Actions
   b. Committee Comments and Actions
7. Adjourn at the Close of Business
Meeting called to order by Chair Jacklyn Kilby-Richards at 9:00AM, March 11, 2011.

Members present: Chair Jacklyn Kilby-Richards, Chuck Berdan, Carol Adams, Jay Dornseif, NFPA Staff Liaisons Ken Holland, Tom McGowan

Guests: none

Chair’s Remarks and Purpose of Meeting: Chair Kilby-Richards welcomed all to the meeting and introduced Tom McGowan to the committee and recognized Ken Holland for his work with the Committee. Chair stated that the purpose of the meeting was for ROC.

Review of minutes from previous meeting: The Committee voted to approve the Minutes of the Dallas June 14-15, 2010 ROP meeting.

Committee Procedures – Staff Liaison Tom McGowan
Committee waived review of NFPA Codes and Standards Making Process, ProQual SOP JPR, and Manual of Style presentations

ECommittee page was retired and replaced with Document Information Page. DocInfoPage. Committee was emailed an informational page to access DocInfoPage and given instruction on www.nfpa.org/#### (referring to document number)

Committee reviewed ROC process and benchmark dates remaining for cycle.

Discussion on the upcoming ProQual Summit in April. Stakeholders to discuss issues related to ProQual library. Chair Kilby-Richards will be attending.

Review of ROC: Committee discussed and acted on five public comments. Committee discussed and acted on 9 committee comments.

New Business: NFPA Staff and Committee recognized the Committee Scope may need to be revised based on document. NFPA Staff Liaison will follow up with Standards Administration and Standards Council and keep Chair informed.

Adjourned: 4:15PM
April 27, 2011

Ms. Jacklyn Kilby-Richards
Town of Groton Emergency Dispatch
68 Groton Long Point Road
Groton, CT 06340-4806

Ms. Amy Cronin
Standards Council Secretary
National Fire Protection Association
1 Batterymarch Park
Quincy, MA 02169

Dear Ms. Cronin:

As Technical Committee on Public Safety Telecommunicator Professional Qualifications (PQU-PST) Chairperson, I am requesting that the NFPA Standards Council consider the following change in the Committee Scope with the associated justification.

**Technical Committee on Public Safety Telecommunicator Professional Qualification Committee Scope:** This Committee shall have primary responsibility for documents on the professional qualifications for public safety dispatchers communications positions.

**Justification:** Significant changes to the roles and responsibilities, such as the Incident/Tactical Dispatcher, Manager/Director, and Certified Training Officer, as well as the overall complexity and demands of the telecommunication positions and associated qualifications within the industry that are beyond the existing committee scope of the Technical Committee on Public Safety Telecommunicator Professional Qualifications has necessitated a broader committee scope be authorized by the Standards Council.

Your consideration is on this matter is appreciated.

Respectfully submitted,

Jaclyn Kilby-Richards
June 12, 2011

Chair Bill Peterson
TCC Professional Qualifications

It has been brought to my attention by NFPA Staff that NFPA 1061 Standard for Professional Qualifications for Public Safety Telecommunicators has met a challenging crossroads with our project partners from APCO (Association of Public Safety Communications-International). As you are aware, APCO and NFPA were attempting to provide harmonious documents so there would be consistency among the documents.

APCO’s raises concerns related to duplication. They are also suggesting that four new positions addressed by revised NFPA 1061 (Supervisor, Manager/Director, Communicator Training Officer and Quality Assurance) fall outside the NFPA document scope (the scope of the document was also amended) and thus should not be addressed in the document. They addressed their concerns to Ken Holland and Tom McGowan, who then requested all pertinent APCO documents to review. They did the review and found negligible conflict. While there was APCO representation on the TC and the representative attended, participated, voted and balloted, she may not have communicated to her organization what the TC had proposed until recently. I am aware that APCO was briefed on the NFPA Standards Making Process, the APCO concerns raised were not until after the ROC. I also understand that the process may seem daunting.

As NFPA Staff and I stated at the recent NFPA TCC meeting, we believe APCO’s concerns should be heard. Tom and Ken have advised me that there was a mention of ANSI conflict and this would create an even bigger problem should these issues not be resolved before the document is approved. I have complete faith that this conflict can be resolved and a positive working relationship affirmed.

Therefore, I am proposing the following:

The TCC utilize NFPA Regulations Governing Committee Projects Section 3.4.3(g) “[to] determine, whether or not the TC has given due consideration to all evidence presented to it in connection with the preparation of its Report including all comments relating to negative votes.”

And further that the TCC directions the TC under 4.4.7.3(b) - “[to] process the document based on the existing Report of Proposals, with a call for new public comments. This requires the TC to begin with the existing Report on Proposals as published, call for new comments that would supersede all previously filed public and TC comments, and publish and prepare a new Report on Comments.” Finally, that the TCC under Section 3.4.3 (b) “recommend the resolution of conflicts between and overlapping functions in TC Scopes.”

I would ask the TCC to act on and to slip cycle NFPA 1061 Standard on Public Safety Telecommunicator Professional Qualifications to Fall 2012 revision cycle. Knowing that this occurred at the TCC meeting, I would thank you and the members of the TCC. I will notify the members of the TC of the situation and await approval of the Standards Council as needed.

Sincerely,

Jacklyn Kilby Richards
MEMORANDUM

TO: NFPA Technical Correlating Committee on Professional Qualifications

FROM: Stacey Van Zandt

DATE: July 7, 2011

SUBJECT: NFPA 1061 ROC TCC FINAL Ballot Results (F2011)

The Final Results of the NFPA 1061 ROC TCC Letter Ballot are as follows:

7 Members Eligible to Vote
0 Not Returned

Question 1
7 Yes
0 No

There are two criteria necessary to pass ballot [(1) affirmative \(\frac{3}{4}\) vote and (2) simple majority].

1. The number of affirmative votes needed for the proposal/comment to pass is 6.
   \[\text{7 eligible to vote} - 0 \text{ not returned} - 0 \text{ abstentions} = 7 \times 0.75 = 5.25\]

2. In all cases, an affirmative vote of at least a simple majority of the total membership eligible to vote is required. This is the calculation for simple majority:
   \[\text{7 eligible} \div 2 = 3.5 = (4)\]

According to the final ballot results, all ballot items received the necessary \(\frac{3}{4}\) required affirmative votes to pass ballot.
I am transmitting to you herewith the following action of the Standards Council (August 8-11, 2011):

The Council approved the request of the Public Safety Telecommunicator Professional Qualifications Technical Committee for a revision cycle change for NFPA 1061, *Standard for Professional Qualifications for Public Safety Telecommunicator* from the Fall 2011 ROC to the Fall 2012 ROP.

c: K. Willette, T. McGowan, D. Baio, C. Cronin, P. Foley, Y. Smith, S. Van Zandt
TCC Professional Qualifications

11-8-38
TO: Technical Committee on Public Safety Telecommunicator Professional Qualifications

FROM: Linda Fuller

DATE: September 8, 2011

SUBJECT: Request for Committee Scope Revision

I am transmitting to you herewith the following action of the Standards Council (August 8-11, 2011):

The Council approved the request of the Public Safety Telecommunicator Professional Qualifications Committee to revise the scope of the Committee.

**Approved Committee Scope:** This Committee shall have primary responsibility for documents on the professional qualifications for public safety communications positions.

TCC Professional Qualifications

11-8-40
**2012 FALL REVISION CYCLE**

*Proposal Closing Dates may vary according to documents and schedules for Revision Cycles may change. Please check the NFPA Website for the most up-to-date information on Proposal Closing Dates and schedules at www.nfpa.org/document# (i.e. www.nfpa.org/101) and click on the Next Edition tab.*

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<th>PROCESS STAGE</th>
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<td>2.8 Receipt of TCC ballots</td>
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<td>3.1 Comment closing date</td>
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<td>3.4 Receipt of (TC) ballots by staff liaison</td>
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<td>3.5 Receipt of TC recirculation ballots</td>
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<td>3.7 Final date for mailing TCC ballots</td>
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<td>3.11 Completion of Reports</td>
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<tr>
<td></td>
<td>6.2 Council issuance date for Documents with CAMs</td>
<td>8/1/13</td>
<td>8/1/13</td>
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</tbody>
</table>
Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-1
Recommendation: Revise text to read as follows:
The language “Public Safety Telecommunicator I” and “Public Safety Telecommunicator II” throughout the document should be changed to Public Safety Telecommunicator and (1) Remove language that ranks the positions (for example, remove any that imply must meet all requirements of PST I to be PST II) and (2) identify the specific positions / functions of a Public Safety Telecommunicator to include: calltaker, emergency medical services (EMS) dispatcher, fire services dispatcher and law enforcement dispatcher as assigned by AHJ. Remove all other positions beyond Public Safety Telecommunicator.
Substantiation: Remove the rank structure which is outside of the scope of 1061, not consistent with industry practice, and conflicts with APCO ANSI 3.103.1-2010. Definition for Telecommunicator should be used as defined within APCO ANSI 3.103.1-2010 and citing the APCO ANSI. This definition should be used as the main definition for the position and NFPA 1061 standard. Depending on the AHJ job-specific requirements and functions, a Telecommunicator may function as a calltaker, fire services dispatcher, law enforcement dispatcher, and/or emergency services medical dispatcher all at the same time or individually or as needed or defined by the agency. In any case, each of these positions are considered Public Safety Telecommunicators (see APCO ANSI 3.103.1-2010 and definition below).
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.
Ranking the position to being a calltaker first and then a radio dispatcher, as proposed in NFPA 1061, is not an uniform practice in public safety communications and should be decided by the AHJ, as it may limit AHJ’s abilities to appropriately position PSTs as needed within the agency. It may be interpreted as one cannot be a Dispatcher, until they have been a Calltaker. Recommend replacing with the following functions and definitions in the attached APCO ANSI 3.103.1-2010 and making the needed changes throughout the proposed NFPA 1061 to correlate with these positions/functions and harmonize with APCO ANSI 3.103.1-2010 (see attached).
Calltaker
Emergency Medical Services Dispatcher
Fire Services Dispatcher
Law Enforcement Dispatcher
Positions/functions not related to Public Safety Telecommunicator need to be removed as it is beyond the scope of NFPA 1061. While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.
This is not original material; its reference/source is as follows:
APCO International
Report on Comments – November 2012

1061- Log #7 PQU-PST

(Title)

Final Action:

Submitter: Crystal McDuffie, APCO International

Comment on Proposal No: 1061-2

Recommendation: Revise text to read as follows:

NFPA 1061 Standard for Professional Qualifications for Public Safety Telecommunicator Personnel.

Substantiation: The change in title is beyond the scope of NFPA 1061. Recommend change back to Public Safety Telecommunicator to maintain scope of document. APCO ANS and Candidate ANS already exist for proposed additional positions identified (Core Competencies and Minimum Training Standards for each of the following positions: Public Safety Communications Training Officer (CTO), Quality Assurance Evaluator (QAE), Training Coordinator (TC), and Supervisor and Core Competencies for Public Safety Communications Manager/Director). Expanding the scope of this document duplicates APCO’s scope of standards development.

While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

This is not original material; its reference/source is as follows:

APCO International

1061- Log #8 PQU-PST

(1.1)

Final Action:

Submitter: Crystal McDuffie, APCO International

Comment on Proposal No: 1061-3

Recommendation: Revise text to read as follows:

1.1 Scope.

This standard identifies the minimum job performance requirements for personnel working in public safety telecommunications.

Substantiation: The proposed change is beyond the scope of NFPA 1061. Recommend change back to Public Safety Telecommunicator to maintain scope of document. APCO ANS and Candidate ANS already exist for proposed additional positions identified (APCO ANS 3.101.1-2007 and candidate APCO ANS 3.101.2-201x: Core Competencies and Minimum Training Standards for Communications Training Officers (CTO); APCO candidate ANS 3.102.1-201x: Core Competencies and Minimum Training Standards for Public Safety Supervisors; APCO candidate ANS 3.104.1-201x: Core Competencies and Minimum Training Standards for Public Safety Communications Training Coordinators; APCO ANS 1.106.1-2009: Core Competencies for Public Safety Communications Manager/Director, APCO candidate ANS 3.106.1-201x: Core Competencies and Minimum Training Standards for Public Safety Communications Quality Assurance Evaluator (QAE)).

While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator. Expanding the scope of this document duplicates APCO’s scope of standards development as filed with ANSI.

This is not original material; its reference/source is as follows:

APCO International
Revise text to read as follows:

1.2 Purpose.
The purpose of this standard is to ensure that persons meeting the requirements of this standard are qualified to serve as in public safety Telecommunicators centers.

Substantiation: The proposed change is beyond the scope of NFPA 1061. Recommend change back to Public Safety Telecommunicator to maintain scope of document. APCO ANS already exist for proposed additional positions identified. Expanding the scope of this document duplicates APCO’s scope of standards development. This document should address various functional positions (not rank) of Telecommunicator (calltaker, emergency services dispatcher, fire services dispatcher and law enforcement dispatcher).

While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

This is not original material; its reference/source is as follows:
APCO International

Add text to read as follows:

This APCO ANS is a reference used in mandatory sections (specifically definitions and citations from APCO ANS).

This is not original material; its reference/source is as follows:
APCO International

Revise text to read as follows:

3.3.x Public Safety Answering Point (PSAP) and A.3.3.x (New)

TCC Action:

Submitter: Marcelo M. Hirschler, GBH International
Comment on Proposal No: 1061-15
Recommendation: 3.3.X: 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. A facility at which emergency calls are first answered, assessed, triaged, classified and prioritized.

A 3.3.x A PSAP is a facility at which emergency calls are first answered, assessed, triaged, classified and prioritized.

Substantiation: The proposed definition conflicts with the Manual of Style as it has multiple sentences. The second sentence is not part of the definition but is information that can be placed into an annex or somewhere in the body of the standard.
3.3.x Public Safety Communications Center (New)

Submitter: Technical Committee on Public Safety Telecommunicator Professional Qualifications,
Comment on Proposal No: 1061-16
Recommendation: Revise text to read as follows:

3.3.X Public Safety Communications Center. A building or portion of a building that is specifically configured for the primary purpose of providing emergency communications services or public safety answering point (PSAP) services to one or more public safety agencies under the authority or authorities having jurisdiction.

Substantiation: Adopted the APCO definition to maintain consistent terminology within the public safety industry. The Committee has chosen to use this updated version to define the term.

3.3.9 Public Safety Communication Center Personnel

Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-9
Recommendation: Revise text to read as follows:

3.3.9 Public Safety Communication Center Personnel - Telecommunicator.

3.3.9.1 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.

Public Safety Telecommunicator may include one or more of the following:

3.3.9.1.1 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.

3.3.9.1.2 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, and national standards.

3.3.9.1.3 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, and national standards.

3.3.9.1.4 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 for law enforcement services, in accordance with local, state, and national standards.

(Definitions are part of APCO ANS 3.103.1-2010)

Substantiation: APCO and NFPA agreed to collaborate on qualifications and minimum training standards for public safety telecommunicator. These four functional positions of Public Safety Telecommunicator should be included in 1061 to harmonize the two standards. Duties, requisite knowledge, and requisite skills should be pulled from the Occupational Analysis profile charts (national data attached) for each of these positions to complement and align NFPA 1061 with APCO ANS 3.103.1-2010.

This is not original material; its reference/source is as follows:
APCO International
1061- Log #CC2  PQU-PST Final Action: 
(3.3.9.x Public Safety Communications Manager/Director and A.3.3.9.x (New))

**Submitter:** Technical Committee on Public Safety Telecommunicator Professional Qualifications,  
Comment on Proposal No: 1061-10  
Recommendation:  Add text to read as follows:

**3.3.9.x Public Safety Communications Manager/Director.** A public safety communications professional who directs communications center staff by establishing operational procedures, managing center operations, and responding to constantly changing needs to provide essential emergency communications services.

**A.3.3.9.x** The public safety communications manager/director supervises the coordination and prioritization of all activities of the public safety telecommunications center. Managing communication center operations includes but is not limited to preparation of documentation for contractual requirements, budgets, legislative actions, policies and procedures, and guidelines affecting public safety communications personnel.

**Substantiation:** Revised the definition of Public Safety Manager to maintain consistent terminology within the public safety industry. This change also includes the term Director to correspond with APCO definitions.

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1061- Log #CC1  PQU-PST Final Action: 
(3.3.9.x Public Safety Communications Supervisor and A.3.3.9.x (New))

**Submitter:** Technical Committee on Public Safety Telecommunicator Professional Qualifications,  
Comment on Proposal No: 1061-10  
Recommendation:  Add text to read as follows:

**3.3.9.x Public Safety Communications 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.

**A.3.3.9.x** A supervisor promotes individual and organizational performance to achieve the agency mission, standards, and goals through leadership and training in order to provide the highest possible level of public safety communications services. First-level supervision indicates the person who provides direct oversight to the telecommunicators on the shift.

**Substantiation:** Adopted the APCO definition of Public Safety Communications Supervisor to maintain consistent terminology within the public safety industry. The Committee has chosen to use this updated version to define the term.
Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-10
Recommendation: Delete the following text:

9.3.9.X Public Safety Communications Training Officer (CTO). The first-line public safety communications professional who demonstrates superior conduct, professionalism, skills, and knowledge in the training of a new hire. This is accomplished through the use of adult learning principles using agency defined training parameters. Training can be accomplished in a classroom setting and through on-the-job/one-on-one interactions and simulations.

9.3.9.X Public Safety Communications Training Coordinator. The public safety professional that is responsible, in an administrative and technical capacity, for the development and implementation of a training program for the Public Safety Telecommunicator which will specifically meet the needs of the agency, in compliance with any state, federal, local or AHJ requirements for curriculum, reporting and record keeping.

9.3.9.X Public Safety Quality Assurance Coordinator. The public safety professional that is responsible for the coordination, upkeep and maintenance of a formal quality assurance process as approved by the AHJ, while ensuring that standards and procedures are adhered to and that delivered products or services consistently meet standards or performance requirements.

9.3.9.X Public Safety Telecommunications Supervisor. The public safety communications professional that is responsible for decision-making, problem solving, and monitoring the work of subordinate public safety telecommunicators. A supervisor promotes individual and organizational performance to achieve the agency mission, standards, and goals through leadership and training in order to provide the highest possible level of public safety communications services.

9.3.9.X Public Safety Telecommunications Manager. Evaluates public safety telecommunications personnel performance and educational requirements as established by the AHJ. Supervises the coordination and prioritization of all activities of the public safety telecommunications center. Prepares documentation for contractual requirements, budgets, legislative actions, policies and procedures, and guidelines affecting public safety telecommunications personnel.

Substantiation: The proposed addition is beyond the scope of NFPA 1061. Recommend removal to maintain scope of document. APCO ANS already exist [APCO ANS 3.101.1-2007 and candidate APCO ANS 3.101.2-201x: Core Competencies and Minimum Training Standards for Communications Training Officers (CTO); APCO candidate ANS 3.102.1-201x: Core Competencies and Minimum Training Standards for Public Safety Supervisors; APCO candidate ANS 3.104.1-201x: Core Competencies and Minimum Training Standards for Public Safety Communications Training Coordinators; APCO ANS 1.106.1-2009: Core Competencies for Public Safety Communications Manager/Director; APCO candidate ANS 3.106.1-201x: Core Competencies and Minimum Training Standards for Public Safety Communications Quality Assurance Evaluator (QAE)] for proposed additional positions identified. Expanding the scope of this document duplicates APCO’s scope of standards development.

While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

This is not original material; its reference/source is as follows:
APCO International
(3.3.9.x Public Safety Communications Training Officer (CTO) and A.3.3.9.x (New) )

Submitter: Marcelo M. Hirschler, GBH International
Comment on Proposal No: 1061-10
Recommendation: Revise text to read as follows:

Public Safety Communications Training Officer (CTO). The first-line public safety communications professional who demonstrates superior conduct, professionalism, skills, and knowledge in the training of a new hire. This is accomplished through the use of adult learning principles using agency-defined training parameters. Training can be accomplished in a classroom setting and through on-the-job/one-on-one interactions and simulations.

A.3.3.9.x This is accomplished through the use of adult learning principles using agency-defined training parameters. Training can be accomplished in a classroom setting and through on-the-job/one-on-one interactions and simulations.

Substantiation: The proposed definition conflicts with the Manual of Style as it has multiple sentences. The second sentence is not part of the definition but is information that can be placed into an annex or somewhere in the body of the standard.

(3.3.9.x Public Safety Telecommunications Manager and A.3.3.9.x (New) )

Submitter: Marcelo M. Hirschler, GBH International
Comment on Proposal No: 1061-10
Recommendation: Revise text to read as follows:

Public Safety Telecommunications Manager. Evaluates public safety telecommunications personnel performance and educational requirements as established by the AHJ. Supervises the coordination and prioritization of all activities of the public safety telecommunications center. Prepares documentation for contractual requirements, budgets, legislative actions, policies and procedures, and guidelines affecting public safety telecommunications personnel.

A.3.3.9.x The public safety telecommunications manager supervises the coordination and prioritization of all activities of the public safety telecommunications center. Prepares documentation for contractual requirements, budgets, legislative actions, policies and procedures, and guidelines affecting public safety telecommunications personnel.

Substantiation: The proposed definition conflicts with the Manual of Style as it has multiple sentences. The second sentence is not part of the definition but is information that can be placed into an annex or somewhere in the body of the standard.

(3.3.9.x Public Safety Telecommunications Supervisor and A.3.3.9.x (New) )

Submitter: Marcelo M. Hirschler, GBH International
Comment on Proposal No: 1061-10
Recommendation: Revise text to read as follows:

Public Safety Telecommunications Supervisor. The public safety communications professional that is responsible for decision-making, problem solving, and monitoring the work of subordinate public safety telecommunicators. A supervisor promotes individual and organizational performance to achieve the agency mission, standards, and goals through leadership and training in order to provide the highest possible level of public safety communications services.

A.3.3.9.x A supervisor promotes individual and organizational performance to achieve the agency mission, standards, and goals through leadership and training in order to provide the highest possible level of public safety communications services.

Substantiation: The proposed definition conflicts with the Manual of Style as it has multiple sentences. The second sentence is not part of the definition but is information that can be placed into an annex or somewhere in the body of the standard.
1061- Log #14 PQU-PST

(3.3.9.1 Public Safety Telecommunicator)

Final Action:

Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-11
Recommendation: Revise text to read as follows:

3.3.9.1 Public Safety Telecommunicator. The individual tasked by a public safety agency as the initial first responder 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.

Substantiation: Change in description of “first responder” from “initial” to “first” to ensure consistency with APCO ANS 3.103.1-2010 Minimum Training Standards for Public Safety Telecommunicators

See also comment 1061-9 and 1061-13

This is not original material; its reference/source is as follows:

APCO International

1061- Log #CC3 PQU-PST

(3.3.9.1.1 Public Safety Telecommunicator 1 (Call Taker) and A.3.3.9.1.1)

Final Action:

Submitter: Technical Committee on Public Safety Telecommunicator Professional Qualifications,
Comment on Proposal No: 1061-12
Recommendation: Add text to read as follows:

3.3.9.1.1* Public Safety Telecommunicator 1 (Call Taker). The initial point of contact in obtaining service requests in order to facilitate the prioritization, preparation, and dissemination of allocated and appropriate resources while providing instruction pursuant to agency policy and/or protocol.

A.3.3.9.1.1 The Public Safety Telecommunicator I makes independent decisions, conveys information, and provides referrals; works in cooperation with a Public Safety Telecommunicator II. The dissemination of information gathered is paramount in ensuring the safety of the public and responders.

Substantiation: Revised the definition of Public Safety Telecommunicator I (Call Taker) to maintain consistent terminology within the public safety industry.
Report on Comments – November 2012

1061- Log #15 PQU-PST
(3.3.9.1.1 Public Safety Telecommunicator I (Call Taker))

Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-12
Recommendation: Revise text to read as follows:

3.3.9.1.1 Public Safety Telecommunicator I (Call Taker): The initial contact in managing requests for services who obtains, prioritizes, and prepares the pertinent information for the allocation of public safety resources. The Public Safety Telecommunicator I makes independent decisions, conveys information, and provides referrals; works in cooperation with a Public Safety Telecommunicator II:

3.3.9.1 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.

Public Safety Telecommunicator may include one or more of the following:

3.3.9.1.2 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.

3.3.9.1.3 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, and national standards.

3.3.9.1.4 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, and national standards.

3.3.9.1.5 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 for law enforcement services, in accordance with local, state, and national standards.

Definitions are part of APCO ANS 3.103.1-2010

Substantiation: This aligns NFPA 1061 with APCO ANS 3.103.1-2010

APCO and NFPA agreed to collaborate on qualifications and minimum training standards for public safety telecommunicator. NFPA 1061 should identify the qualifications and APCO ANS should identify the minimum training for the position of Public Safety Telecommunicator. This information needs to complement each other and should be drawn from the same national research. Public safety communications are within a wide-array of different types of agencies with a variety of different services. Identifying the different functions a Public Safety Telecommunicator may be responsible for performing is based upon the needs of an agency, this allows for agencies to more accurately define the qualifications and training needs for the Telecommunicator positions within their agency. For example, an agency may receive 9-1-1 calls and dispatch only Law Enforcement. That agency’s Telecommunicator position would include the functions of calltaker and law enforcement dispatcher. Including these four functional positions of Public Safety Telecommunicator will assist with harmonizing the two standards.

See also comment 1061-9 and 1061-13.

This is not original material; its reference/source is as follows:

APCO International
Submitter: Marcelo M. Hirschler, GBH International
Comment on Proposal No: 1061-12
Recommendation: Revise text to read as follows:

3.3.9.1.1* Public Safety Telecommunicator I (Call Taker). The initial contact in managing requests for services who obtains, prioritizes, and prepares the pertinent information for the allocation of public safety resources. The Public Safety Telecommunicator I makes independent decisions, conveys information, and provides referrals; works in cooperation with a Public Safety Telecommunicator II.

A.3.3.9.1.1 The Public Safety Telecommunicator I makes independent decisions, conveys information, and provides referrals; works in cooperation with a Public Safety Telecommunicator II.

Substantiation: The proposed definition conflicts with the Manual of Style as it has multiple sentences. The second sentence is not part of the definition but is information that can be placed into an annex or somewhere in the body of the standard.
3. 3.3.9.1.2 Public Safety Telecommunicator II (Radio Dispatcher): Prioritizes, initiates, and coordinates the response of public safety agencies; manages the flow of incident related information to and from field units and/or public safety resources; monitors status of field units and assigns additional resources as requested and/or required.

3.3.9.1 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.

Public Safety Telecommunicator may include one or more of the following:

3.3.9.1.1 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.

3.3.9.1.2 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, and national standards.

3.3.9.1.3 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, and national standards.

3.3.9.1.4 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 for law enforcement services, in accordance with local, state, and national standards.

Definitions are part of APCO ANS 3.103.1-2010

Substantiation: Recommend removal of this definition as it is in conflict with APCO ANS 3.103.1-2010. It also establishes a rank structure which is outside of the scope of 1061, not consistent with industry practice, and conflicts with APCO ANS 3.103.1-2010. Definition for Telecommunicator should be used as defined within APCO ANS 3.103.1-2010 and citing the APCO ANS. This definition should be used as the main definition for the position and NFPA 1061 standard. Depending on the AHJ Job-specific requirements and functions, a Telecommunicator may function as a calltaker, fire services dispatcher, law enforcement dispatcher, and/or emergency services medical dispatcher all at the same time or individually as or needed or defined by the agency. In any case, each of these positions are considered Public Safety Telecommunicators (see APCO ANS 3.103.1-2010 and definition below).

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.

Ranking the position to being a calltaker first and then a radio dispatcher, as proposed in NFPA 1061, is not an uniform practice in public safety communications and may limit AHJ’s abilities to appropriately position PSTs as needed within the agency. It may be interpreted as one cannot be a Dispatcher, until they have been a Calltaker. Recommend replacing the deleted text above with the following functions and definitions in the attached APCO ANS 3.103.1-2010 and making the needed changes throughout the proposed NFPA 1061 to correlate with these positions/functions and harmonize with APCO ANS 3.103.1-2010 (see attached).

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, and 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, and national standards.

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 for law enforcement services, in accordance with local, state, and national standards.

See also comment 1061-9

This is not original material; its reference/source is as follows:
APCO International

1061- Log #11 PQU-PST
(3.3.13 Task) Final Action:

Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-7
Recommendation: Revise text to read as follows:
3.3.13 Task. A specific job behavior or activity. [1002, 20093
Substantiation: A task is defined as “a usually assigned piece of work often to be finished within a certain time.”
http://www.merriam-webster.com/dictionary/task
This is not original material; its reference/source is as follows:
http://www.merriam-webster.com/dictionary/task

1061- Log #CC5 PQU-PST
(3.3.x TTD/TTY (New)) Final Action:

Submitter: Technical Committee on Public Safety Telecommunicator Professional Qualifications,
Comment on Proposal No: 1061-1
Recommendation: Add text to read as follows:
3.3.x TDD/TTY A device that is used in conjunction with a telephone to communicate with persons who are deaf, who are hard of hearing, or who have speech impairments, by typing and reading text. [1221, 2010
Substantiation: Document consistency and preferred definition.
The public safety telecommunications personnel Telecommunicator shall remain current with communication technology and telecommunication methodology as provided by the AHJ.

The public safety telecommunications personnel Telecommunicator shall operate within acceptable standards in response to public expectations for timely and efficient service as established by the AHJ.

Public safety telecommunications personnel telecommunicators shall meet all of the requirements defined in the National Incident Management System (NIMS) and the Incident Command System (ICS) as it applies to their role as a public safety Telecommunicator, mandated by Homeland Security Presidential Directives 5 and 8 [www.FEMA.gov/emergency/NIMS] and as directed by the NIMS Integration Center.

The Public Safety Telecommunicator I shall meet all of the requirements defined in Chapter 6 prior to qualification as a Public Safety Telecommunicator II.

The Public Safety Telecommunicator II shall meet all of the requirements defined in Chapter 7 prior to qualification as an Incident/Tactical Dispatcher.

This text has been moved from chapter one and renumbered as Chapter 4 with some modifications in the text to reflect changes in additional requirements that will be included in the new edition of this document.

To align with APCO ANS 3.103.1-2010 Minimum Training Standards for Public Safety Telecommunicator.

A PST cannot be responsible for all requirements of NIMS, Homeland Security Directives, etc. as they encompass far more than the duties performed by the Public Safety Telecommunicator.

Remove PST I and PST II ranking as described in comment 1061-9 and 1061-13. Align with APCO ANS 3.103.1-2010 by adding the additional knowledge, skills and professional competencies as outlined in Chapters 4, 5 and 6. (see attached document)

This is not original material; its reference/source is as follows:

APCO International
1061-18 Log #18 PQU-PST

(Chapter 5 (previous Chapter 4))

Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-18
Recommendation: Revise text to read as follows:

Chapter 5 4 Public Safety Telecommunicator+Calltaker

45.1 General.
The Public Safety Telecommunicator+calltaker shall receive and process service requests through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders, and disseminate information as defined in Sections 5.2 through 5.4 of this standard.

45.2 Receiving Requests for Service.

45.2.1 Description of Duty. To process any request for public safety Services within agency expectations.

45.2.2 Secure communications with the service requester, given a communications device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.

45.2.3 Extract Collect pertinent information, given a request for public safety service, so that accurate information regarding the request is obtained.

45.2.4 Establish nonverbal communications, given a request for public safety service through a communications device, so that accurate information regarding the request is obtained.

45.2.5 Process Prepare records of public safety service requests, given agency policies, procedures, guidelines, and protocols, so that the record is correct, complete, and concise.

45.2.6 Analyze Utilize information provided by a service requester, given the policies, procedures, and guidelines of the agency, so that the request is accurately categorized and prioritized.

45.2.7 Assess Determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, and protocols, so that an allocation of resources is selected.

45.2.8 Convey Relay instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols, so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

Printed on  3/9/2012
(A) Requisite Knowledge. Availability of resources, policies, and procedures regarding pre-arrival instructions.

(B) Requisite Skills. Voice control, provide directions, route callers, operate telecommunication devices.

45.4.2c Relay information to other public safety telecommunications personnel or entities; given processed data, so that accurate information regarding the request for service is provided:

(A) Requisite Knowledge. Policies, procedures, or guidelines as determined by the AHJ.

(B) Requisite Skills. Voice control, verbal skills, and basic computer skills.

45.4.3c Respond to requests for information; given an inquiry from the public or the media, so that the policies, procedures, and guidelines are followed:

(A) Requisite Knowledge. Policies, procedures, or guidelines as determined by the AHJ.

(B) Requisite Skills. Verbal and written skills.

Substantiation: The committee has made many of these changes to reflect the addition of a new Chapter 4 as well as to update requirements that are accepted practice in the industry today and to also include work from a collaborative effort between this committee and APCO. The associated annex material will also be renumbered for inclusion in the new Chapter 5:

Substantiation: To align with APCO ANS 3.103.1-2010 Minimum Training Standards for Public Safety Telecommunicator.

Replace 5.2 – 5.4.3B with language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 7: Public Safety Calltaker (see attached document).

Refer to APCO Occupational Analysis profile chart for Public Safety Calltaker. This national research which was used to create APCO ANS 3.103.1-2010. This information was provided previously for development of the NFPA 1061 revisions.

This is not original material; its reference/source is as follows:

APCO International
The Public Safety Telecommunicator II Law Enforcement Dispatcher shall 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, and 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.

Revise text to read as follows:

Chapter 65 Public Safety Telecommunicator II—Law Enforcement Dispatcher

65.1 General.

The Public Safety Telecommunicator II Law Enforcement Dispatcher shall 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, and 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.

Replace 6.2 – 6.4.6B with language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 8: Law Enforcement Dispatcher and correlating OA Chart.(see attached documents).

65.2 Receive Requests for Service.

65.2.1 Description of Duty.

To acquire manage information from multiple sources requiring public safety requests for service or assistance. These sources can include other telecommunicators, field units, or electronic devices.

65.2.2 Monitor public safety radio systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

(A) Requisite Knowledge.

Basic radio systems, technology, and standard terminology used by the AHJ, including radio codes, unit identifiers, emergency alert tone, and phonetic alphabet.

(B) Requisite Skills.

Operation of radio equipment, differentiate between various audio stimuli, and effective listening abilities.

65.2.3 Monitor electronic data systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

(A) Requisite Knowledge.

Response to audio and visual stimuli, can include familiarity with computer operations and technology.

(B) Requisite Skills.

Basic computer skills, interpreting visual symbols, can include data system messages.

65.2.4 Monitor alarm systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

(A) Requisite Knowledge.

Familiarity with alarm equipment and system operation and technology.

(B) Requisite Skills.

Interpreting alarm system signals, data, or messages.

65.3 Process Requests for Service.

65.3.1 Description of Duty.

Analyze, classify, and summarize Review and format data for dispatch or referral. Monitor status of resources and determine units for deployment.

(A) Requisite Knowledge.

Operational principles, practices, and procedures of special equipment and systems provided in the communications center.

(B) Requisite Skills.

Maintenance and use of special equipment and systems.

65.3.2 Evaluate Validate incident information, given a validated request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared.

(A) Requisite Knowledge.

Policies, procedures, guidelines, and protocols related to the allocation of resources and the duties and functions of response units.

(B) Requisite Skills.

Interpretation of incident information.

65.3.3 Maintain location and status of units, given the resources available to the agency and utilizing the systems and equipment in the public safety communications center, so that the current availability, status, and safety of all deployable resources is known.

(A) Requisite Knowledge.

Capabilities and functions of personnel, units, specialized equipment and tools, their availability and their current location.

(B) Requisite Skills.

Operation of public safety communications center systems and equipment used for maintaining status.

65.3.4 Analyze Categorize alarm information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources.
(A) Requisite Knowledge. Operational principles, practices, procedures, guidelines, and protocols of alarm systems provided in the public safety communications center, and agency policies related to alarm system operations;

(B) Requisite Skills. Keyboarding and mousing Basic computer skills, differentiation between multiple audio-visual stimuli, user maintenance and use of alarm systems;

65.3.5 Determine the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols, so that the priority of the request is defined.

(A) Requisite Knowledge. Policies, procedures, guidelines, and protocols related to call prioritization, incident categories, priority levels, identification of potential threats, risks, and hazards;

(B) Requisite Skills. Operation of systems and aids provided in the public safety communications center for call prioritization, and decision-making skills;

65.3.6 Formulate a response, using given the validated and prioritized request for service and the availability of deployable resources, so that the most appropriate response is selected and the safety of responders response units is considered.

(A) Requisite Knowledge. Procedures for the allocation or assignment of resources and requesting mutual aid;

(B) Requisite Skills. Operation of systems and aids provided in the public safety communications center Use of computer equipment, use of resource data;

65.4 Disseminate Requests for Service

65.4.1 Description of Duty. The transmission and relay of information or data to field units or other resources that results in the execution of the request for service:

(A) Requisite Knowledge. Applicable FCC rules, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator’s role and function within the system;

(B) Requisite Skills. Operate telecommunications equipment, voice control. 65.4.2* Initiate deployment of response units, using given the validated and prioritized request for service, given and the agencies’ telecommunications equipment, so that service request information is conveyed to units designated for response.

(A) Requisite Knowledge. All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator’s role and function within the system;

(B) Requisite Skills. Operate telecommunications equipment, PA systems, IP systems, and data terminals, voice control.

65.4.3 Relay service request information, given available resources and telecommunications equipment, so that all pertinent information is communicated to all responding units and agencies.

(A) Requisite Knowledge. All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator’s role and function within the system;

(B) Requisite Skills. Operate telecommunications equipment, voice control.

65.4.4 Acquire Gather supplemental information, given a service request, so that current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

(A) Requisite Knowledge. Understanding agency policies, procedures, guidelines and accessing other resources as requested;

(B) Requisite Skills. Use of printed and electronic reference materials, databases, and emergency action plans.

65.4.5* Acquire the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations, so that the implementation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

(A) Requisite Knowledge. Understanding agency policies, procedures, guidelines and accessing other resources as requested;

(B) Requisite Skills. Use of printed and electronic reference materials, databases, and emergency action plans.

65.4.6* Activate public safety communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols, so that the integrity of the communications system is maintained and the safety of center personnel is achieved.

(A) Requisite Knowledge. Existing emergency and contingency plans for incidents within the public safety communication center;

(B) Requisite Skills. Use of pre-determined mitigation and evacuation plans.

Substantiation. The committee has made these changes to reflect changes in the numbering of this chapter as well as to bring some of the requirements up to date with common practice and to also include work from a collaborative effort between this committee and APCO. The committee has also added text in several places as it was realized that the text was omitted from the current edition and to also bring it into consistency with the JPR format throughout the document.
Fire Service Dispatcher

General: The Fire Service Dispatcher shall 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, and 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.

Add language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 9: Fire Service Dispatcher (see attached document).

Refer to APCO Occupational Analysis profile chart for Fire Service Dispatcher. This national research which was used to create APCO ANS 3.103.1-2010. This information was provided previously for development of the NFPA 1061 revisions.

Emergency Medical Services Dispatcher

The Emergency Medical Services (EMS) Dispatcher shall 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, and national standards. An EMS Dispatcher may receive calls for service by incoming telephone calls, CAD incidents, radio traffic, and other methods or developing technologies.

Add language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 10: Emergency Medical Services Dispatcher (see attached document).

Refer to APCO Occupational Analysis profile chart for Emergency Medical Services Dispatcher. This national research which was used to create APCO ANS 3.103.1-2010. This information was provided previously for development of the NFPA 1061 revisions.

Substantiation: To align with APCO ANS 3.103.1-2010 Minimum Training Standards for Public Safety Telecommunicator.

Replace 6.2 – 6.4.6B with language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 8: Law Enforcement Dispatcher (see attached document).

Refer to APCO Occupational Analysis profile chart for Law Enforcement Dispatcher. This national research which was used to create APCO ANS 3.103.1-2010. This information was provided previously for development of the NFPA 1061 revisions.

Add Fire Service Dispatcher as indicated above.

Add language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 9: Fire Service Dispatcher (see attached document).

Refer to APCO Occupational Analysis profile chart for Fire Service Dispatcher. This national research which was used to create APCO ANS 3.103.1-2010. This information was provided previously for development of the NFPA 1061 revisions.

Add Emergency Medical Services Dispatcher

Add language to align with APCO ANS 3.103.1-2010 by adding the information for duties, knowledge and skills from Chapter 10: Emergency Medical Services Dispatcher (see attached document).

Refer to APCO Occupational Analysis profile chart for Emergency Medical Services Dispatcher. This national research which was used to create APCO ANS 3.103.1-2010. This information was provided previously for development of the NFPA 1061 revisions.

This is not original material; its reference/source is as follows:
APCO International
Revise text to read as follows:

7.2.1 Apply ICS structure and terminology, given an incident or planned event utilizing ICS and the NIMS/ICS Field Operations Guide, so that the incident command structure is identified, the location and functions of each unit is understood, and the role of the Incident Dispatcher is assumed.

(A) **Requisite Knowledge.** ICS 100, 200, 700 and 800, any local, state or federal mutual aid agreements **as required** by the AHJ.

7.2.4 Utilize Incident Action Plans, given an incident or planned event utilizing ICS, the NIMS/ICS Field Operations Guide, and the Incident Action Plan for the incident or event, so that the ICS organization is understood, the safety messages are adhered to, the division/group assignments are identified, and the communications plan is followed.

(A) **Requisite Knowledge.** ICS 100, 200, 700 and 800, any local, state or federal mutual aid agreements.

(B) **Requisite Skills.** Filling out incident forms and documentation.

7.2.5 Utilize Incident Action Plans, given an incident or planned event utilizing ICS, the NIMS/ICS Field Operations Guide, and the Incident Action Plan for the incident or event, so that the ICS organization is understood, the safety messages are adhered to, the division/group assignments are identified, and the communications plan is followed.

(A) **Requisite Knowledge.** ICS 100, 200, 700 and 800, any local, state or federal mutual aid agreements.

(B) **Requisite Skills.** Filling out incident forms and documentation

7.4.1 Assemble a travel kit, given knowledge of potential circumstances in which an Incident Dispatcher may be placed in, so that they are able to function effectively in the position under most circumstances.

(A) **Requisite Knowledge.** Travel Kit Inventory information included in the Incident Dispatcher class, past experience in camping or on incidents.

(B) **Requisite Skills.** Map reading, efficient packing skills.

7.4.2 Obtain requests for assignment, given an incident or planned event, so that the location, order and request number, and any routing information is obtained.

(A) **Requisite Knowledge.** Travel Kit Inventory information included in the Incident Dispatcher class, past experience in camping or on incidents.

(B) **Requisite Skills.** Map reading, efficient packing skills.

7.4.3 Identify travel plans, given an incident or planned event, so that means of travel are identified, and best route information is used.

(A) **Requisite Knowledge.** Travel Kit Inventory information included in the Incident Dispatcher class, past experience in camping or on incidents.

(B) **Requisite Skills.** Map reading, efficient packing skills.

7.4.4 Check in at incident, given an incident or planned event, so that the individual is documented as being at the incident.

(A) **Requisite Knowledge.** Travel Kit Inventory information included in the Incident Dispatcher class, past experience in camping or on incidents.

(B) **Requisite Skills.** Map reading, efficient packing skills.

7.9.1 Identify where information goes to people/agencies within and outside the incident, given an incident or planned event, so that the information is passed quickly and efficiently. Relay information quickly and efficiently to appropriate personnel during an incident or planned event.

**Substantiation:** 7.4.1 – 7.4.4 What “Incident Dispatcher class” is this referring to? How do you measure knowledge from past camping experience / incidents?

7.9.1 – Clarifying intent of statement.

This is not original material; its reference/source is as follows:

APCO International
1061-22

Delete the following text:

Add new text to read as follows:

Chapter 8 Public Safety Communications Training Officer

8.2 Personal Conduct:

8.2.1 Understand the AHJ's mission given the mission statement and principles of leadership as defined by the AHJ so that duties are articulated both formally and informally.

(A) Requisite Knowledge: Values and ethics that form the basis of competency; AHJ practices and programs that define professional conduct.

(B) Requisite Skills: General operational and technological competence as defined by the AHJ; effective problem solving.

8.2.2 Project behavior given the established code of ethics defined by the AHJ both formally and informally so that the CTO serves as a role model.

(A) Requisite Knowledge: Values and ethics that form the basis of accepted behavior as defined by the AHJ.

(B) Requisite Skills: Self-restraint, discretion, positive attitude, objectivity, and confidentiality.

8.2.3 Effective resolution of conflict given established methods and procedures so that disagreements are settled fairly and objectively.

(A) Requisite Knowledge: Appropriate conflict resolution models, relevant SOP's, labor agreements, and other available resources.

(B) Requisite Skills: Mediation and negotiation.

8.3 Program Management:

8.3.1 Assemble course materials, given a specific topic, so that the lesson plan and all materials, resources, and equipment needed to deliver the lesson are obtained.

(A) Requisite Knowledge: Components of a lesson plan; policies and procedures for the procurement of materials and equipment; and resource availability.

(B) Requisite Skills: Basic computer skills.

8.3.2 Review and adaptation of instructional materials, given the materials for a specific topic, target audience and learning environment, so that elements of the lesson plan, learning environment, and resources that need adaptation are identified.

(A) Requisite Knowledge: Recognition of student limitations, methods of instruction, types of resource materials, organization of the learning environment, and policies and procedures.

(B) Requisite Skills: Analysis of resources, facilities, and materials.

8.3.3 Preparation of documentation and file management system as prescribed by the AHJ, given the need for tracking trainee performance, so that accurate and timely records are able to be referenced efficiently and quickly.

(A) Requisite Knowledge: Types of records and reports required, and policies and procedures for processing records and reports.

(B) Requisite Skills: Basic computer skills, spreadsheet manipulation, basic report writing and record completion.

8.4 Instructional Delivery

8.4.1 The delivery of instructional sessions given prepared course materials and environments so that learning objectives are met.

(A) Requisite Knowledge: Prepared lesson plans specific for the topic; environmental advantages and limitations; classroom management and safety.

(B) Requisite Skills: Use of instructional media and materials.

8.4.2 The delivery of on-the-job-training given an operating telecommunications position that can accommodate both the trainer and trainee so that the CTO can observe and intervene as needed while the trainee interacts in a “live” environment and performs the duties for which they are being trained.

(A) Requisite Knowledge: Skill level of trainee, safety of caller in an emergency situation.

(B) Requisite Skills: Use and limitations of any specialized dual-use telecommunications equipment, ability to assess need to intervene when...
required.

6.4.3 The periodic delivery of continuing education given prepared course materials so that competency levels are maintained in a consistent fashion:

(A) Requisite Knowledge: Training sunset dates for assigned employees, minimum requirements to maintain certification(s). Prepared lesson plans specific for the topic, environmental advantages and limitations, classroom management and safety.

(B) Requisite Skills: File management, use of instructional media and materials.

6.4.4 The scheduling of ride-along sessions with field personnel given regular interaction with field units so that the trainee gains insight on the duties, situations, and limitations experienced by the personnel who are being dispatched by that trainer:

(A) Requisite Knowledge: Personalities and duties of crews, safety.

(B) Requisite Skills: Basic scheduling.

8.5 Evaluation and Testing:

8.5.1 Administer oral, written, and performance tests, given the lesson plan; evaluation instruments, and the evaluation procedures of the agency, so that the testing is conducted according to procedures and the security of the materials is maintained:

(A) Requisite Knowledge: Test administration, agency policies, laws affecting records and disclosure of training information; purposes of evaluation and testing; and performance skills evaluation.

(B) Requisite Skills: Use of skills checklists and oral questioning techniques.

8.5.2 Grade student oral, written, or performance tests, given class answer sheets or skills checklists and appropriate answer keys, so the examinations are accurately graded and properly secured:

(A) Requisite Knowledge: Grading and maintaining confidentiality of scores.

(B) Requisite Skills: None required.

8.5.3 Report test results, given a set of test answer sheets or skills checklists, a report form, and policies and procedures for reporting, so that the results are accurately recorded, the forms are forwarded according to procedure, and unusual circumstances are reported:

(A) Requisite Knowledge: Reporting procedures and the interpretation of test results.

(B) Requisite Skills: Communication skills and basic coaching.

8.5.4 Provide feedback to trainee given comprehensive test and evaluation results so that the trainee is able to distinguish correct performance:

(A) Requisite Knowledge: Interpersonal relations, AHJ policies and procedures.

(B) Requisite Skills: Presentation, conflict resolution.

8.5.5 Identify transition periods, given completion of identified training goals, so that accurate recommendation for progression, remediation, or termination is accomplished:

(A) Requisite Knowledge: Test and evaluation results, documented daily performance reports, reported policy violations, exemplary performance reports; AHJ defined minimum training requirements.

(B) Requisite Skills: None required.

Substantiation: The committee has newly added this chapter and requirements to reflect this position within a public safety communications center and to also include work from a collaborative effort between this committee and APCO. Substantiation: Information contained in this chapter is duplicating APCO ANS 3.101.1-2007 and Candidate APCO ANS 3.101.2-201x: Core Competencies and Minimum Training Standard for Public Safety Communications Training Officer (CTO). It is also conflicting with the APCO ANS as the proposed NFPA Chapter does not include all the responsibilities and related requisite knowledge and skills as outlined in Candidate APCO ANS 3.101.2-201x Scope for APCO ANS 3.101.2-201x:

"This standard identifies the core competencies and minimum training requirements for Public Safety Communications Training Officers (CTO). This position is typically tasked with on-the-job training of Agency employees on the essential duties and tasks of a Public Safety Telecommunicator."

Specifically, refer to Chapter 4: General Knowledge and Skills; Chapter 6: Professional Competence and Chapter 7: Requirements.

This proposed addition is beyond the scope of NFPA 1061. While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

This is not original material; its reference/source is as follows:

APCO International
Recommendation: Delete the following text:

Chapter 9 Public Safety Communications Supervisor

9.1 General:
The Public Safety Communications Supervisor shall meet the requirements of the Public Safety Telecommunicator I and
Public Safety Telecommunicator II. The supervisor shall have effective interpersonal communication skills and
leadership qualities in addition to having a thorough working knowledge of the agency’s policies, practices, and
operational activities.

9.1.1 General Prerequisite Knowledge. The supervisor shall have an understanding of agency resources and
capabilities, including location of public safety/service buildings, apparatus and equipment, emergency management
services, and facilities and emergency planning documents.

9.1.2 General Prerequisite Skills. The ability to effectively communicate orally and in writing utilizing technology provided
by the AHJ.

9.2 Human Resource Management:
This duty involves utilizing human resources to accomplish assignments in an efficient, safe manner. This duty also
involves evaluating member performance and supervising personnel during emergency and nonemergency work
periods, according to the following job performance requirements:

9.2.1 Assign tasks or responsibilities to telecommunicators, given requests for service, so that all aspects of a request
for service are handled in a proficient and professional manner.

9.2.2 Evaluate telecommunicator actions to identify performance problems, given a telecommunicator with a situation
requiring assistance and the member assistance policies and procedures, so that the situation is identified and the
actions taken are within the established policies and procedures.

9.2.3 Administer human resource policies and procedures, given a situation requiring action, so that the needs of the
agency are met.

9.2.4 Coordinate the completion of assigned tasks and projects by telecommunicators, given a list of projects and tasks
pursuant to job requirements, so that assignments meet agency objectives.

9.3 Community Relations:
This duty involves responding to inquiries from the community according to the following job performance requirement.

9.3.1 Initiate action to a citizen’s question or concern, given policies and procedures, so that the question or concern is
answered or referred to the correct individual for action and all policies and procedures are complied with.

9.4 Community Relations:
This duty involves responding to inquiries from the community according to the following job performance requirement.

9.4.1 Recommend changes to existing departmental policies, given a departmental policy, so that the policy meets the-
Report on Comments – November 2012

9.4.2 Implement changes to departmental policies, given a new or changed departmental policy, so that the policy is communicated to and understood by telecommunicators.

(A) Requisite Knowledge. Policies and procedures; changes in day to day operations.

(B) Requisite Skills. The ability to evaluate existing policies and procedures for relevancy; ability to communicate recommended changes.

9.4.3 Conduct routine administrative functions, given forms and record management systems, so that the reports and logs are complete and files are maintained in accordance with policies and procedures.

(A) Requisite Knowledge. Administrative policies, procedures and record management systems.

(B) Requisite Skills. Generate reports, analyze data, use of agency software programs, communicate findings either orally or in writing.

9.5 Equipment and systems Operations.

The supervisor monitors the operational integrity of complex and interrelated systems, technologies, and processes that support emergency communications within the agency, and takes action as approved or directed by the AHJ.

9.5.1 Monitor the operating systems and interfaces, given the relevant policies, procedures and monitoring tools, so that there is no degradation or interruption in service to ensure the continuity of operations.

(A) Requisite Knowledge. Systems operations; policies and procedures; operations of the monitoring tools.

(B) Requisite Skills. Interpret and communicate findings of device indicators.

9.5.2 Coordinate equipment repairs with technical staff or appropriate resources, given a system malfunction or failure, so that the situation is remedied as defined and authorized by the AHJ.

(A) Requisite Knowledge. Equipment repair resource list; troubleshooting guides.

(B) Requisite Skills. Troubleshooting techniques.

9.6 Health and Safety.

This duty involves integrating safety plans, policies, and procedures into the daily activities, in accordance with the requirements of the AHJ and according to the following job performance requirements.

9.6.1 Apply safe practices in the public safety communications center as defined by the AHJ, given safety policies and procedures, so that all applicable reporting is completed, in-service training is conducted, and responsibilities are conveyed to personnel.

(A) Requisite Knowledge. The common causes of personal injury and accidents, safety policies and procedures, and basic workplace safety.

(B) Requisite Skills. The ability to identify and act to mitigate safety hazards.

9.6.2 Document the events leading up to and potential causes of the accident, given an incident and any applicable forms, so that the incident is documented and reports are processed in accordance with policies and procedures.

(A) Requisite Knowledge. Procedures for reporting an accident; safety policies and procedures.

(B) Requisite Skills. The ability to document the accident in an accurate manner and to conduct interviews objectively.

Substantiation: Information contained in this chapter is duplicating Candidate APCO ANS 3.102.1-201x: Core Competencies and Minimum Training Standard for Public Safety Communications Supervisor. It is also conflicting with the APCO ANS as the proposed NFPA Chapter does not include all the responsibilities and related requisite knowledge and skills as outlined in Candidate APCO ANS 3.102.1-201x.

Scope for APCO ANS 3.102.1-201x:

“This standard identifies the core competencies and minimum training requirements for Public Safety Communications Supervisors. This position is typically tasked with managing daily operations, performing administrative duties and maintaining employee relations. This position provides leadership and guidance to employees in order to achieve the Agency’s mission, while providing service to the public and emergency responders.”

Specifically, refer to Chapter 4: General Knowledge and Skills; Chapter 6: Professional Competence and Chapter 7: General Competencies.

This chapter is also beyond the scope of NFPA 1061. While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

Attachment: Candidate APCO ANS 3.102.1.201x Draft

This is not original material; its reference/source is as follows:

APCO International

Printed on 3/9/2012
For qualification at Quality Assurance/Improvement Personnel, the candidate shall meet the job performance requirements defined in Sections X.X through X.X of this standard:

10.1 General

The organizational structure of the department; departmental operating procedures for administration, emergency operations, incident management system and safety, departmental budget process, information management and recordkeeping, current trends, technologies, and socioeconomic and political factors that affect the communication center; cultural diversity; methods used by supervisors to obtain cooperation within a group of subordinates, the rights of management and members, agreements in force between the organization and members; generally accepted ethical practices, including a professional code of ethics; and policies and procedures regarding the operation of the department as they involve supervisors and members.

10.1.2 General Prerequisite Skills

The ability to effectively communicate in writing utilizing technology provided by the AHJ; write reports, letters, and memos utilizing word processing and spreadsheet programs, operate in an information management system utilized by the AHJ.

10.2 Review Calls for Service

This duty involves performing or utilizing human resources to accomplish assignments in reviewing calls for service.

10.2.1 Conduct random review of calls for service received by communication center members, given a request for service or assistance, so that the request is received; prioritized; safety considerations are addressed; and the desired outcomes are conveyed in accordance with the information management system utilized by the AHJ.

(A) Requisite Knowledge: Verbal communications during emergency and non-emergency calls for service; techniques used to verify and collect information under stressful and non-stressful situations, and methods of confirming those techniques.

(B) Requisite Skills: The ability to provide written or electronic reports from reviewed calls for service and to meet minimum call review requirements utilized by the AHJ.

10.3 Feedback

This duty involves performing or utilizing human resources to accomplish assignments in providing feedback to communication center personnel from reviewed calls for service.

10.3.1 Conduct a review of calls for service received by communication center members, given a call for service report, so that the desired outcomes are conveyed in accordance with the information management system utilized by the AHJ in a timely and accurate manner.

(A) Requisite Knowledge: Written and verbal communications.

(B) Requisite Skills: The ability to provide written and verbal communication in a generous, empathic and calm demeanor using interpersonal skills in a methodical and organized manner to convey the desired results using the information management system utilized by the AHJ.

10.4 Remediation

10.4.1 Recommend action for member-related problems requiring remediation training, given a member with a situation requiring assistance and the member assistance policies and procedures, so that the situation is identified and the actions taken are within the established policies and procedures.

(A) Requisite Knowledge: The signs and symptoms of member-related problems, causes of stress in emergency services personnel, adverse effects of stress on the performance of emergency service personnel, and awareness of AHJ member assistance policies and procedures.

(B) Requisite Skills: The ability to recommend a course of action for a member in need of assistance.

10.5 Data Management

This duty involves coordinating communication center projects, research, and studies by organizing, retrieving, and filing calls for service data. This will necessarily involve working with data-processing personnel to meet state, national, and agency-related needs.

10.5.1 Collect calls for service data, given the goals and mission of the organization, so that communication center...
(A) Requisite Knowledge: Information management system utilized by the AHJ.

(B) Requisite Skills: Written and verbal communications. State, national and local agency computer software and reports utilized by the AHJ.

10.6 Continuing Education:

This duty involves utilizing communication center data and results from reviewed calls for service along with the implementation of new communication center policies and procedures to develop and deliver continuing education.

10.6.1 Direct communication center members during a training evolution, given a training evolution and training policies and procedures, so that the evolution is performed in accordance with safety plans, efficiently, and as directed.

(A) Requisite Knowledge: Verbal communication techniques to facilitate learning.

(B) Requisite Skills: The ability to distribute issue-guided directions to unit members during training evolutions.

10.7 Certification:

This duty involves maintaining certifications, licenses, accreditations and performing benchmarks that are required by all communication center personnel and others required by the AHJ.

10.7.1 Schedule and recommend training, given the communication center personnel certification and others required certification by the AHJ, so that all personnel will meet and maintain all required training within the agencies established policies and procedures.

(A) Requisite Knowledge: Verbal communications during emergency and non emergency calls for service, techniques used to verify and collect information under stressful and non-stressful situations, and methods of confirming those techniques.

(B) Requisite Skills: The ability to provide written or electronic reports from reviewed calls for service and to meet minimum call review requirements utilized by the AHJ.

Substantiation: The committee has newly added this chapter and requirements to reflect this position within a public safety communications center and to also include information obtained from the National Academy of Emergency Dispatch (NAED).

Substantiation: Information contained in this chapter is duplicating Candidate APCO ANS 3.106.1-201x: Core Competencies and Minimum Training Standard for Public Safety Communications Quality Assurance Evaluator. It is also conflicting with the APCO ANS as the proposed NFPA Chapter does not include all the responsibilities and related requisite knowledge and skills as outlined in Candidate APCO ANS 3.106.1-201x

Scope for APCO ANS 3.106.1-201x:

“This standard identifies the core competencies and minimum training requirements for Public Safety Communications Quality Assurance Evaluators (QAE). The QAE administers the Quality Assurance/Quality Improvement (QA/QI) process by providing compliance oversight, reviewing, and documenting an evaluation of the level of compliance with Agency directives and standards in an ongoing effort to ensure the highest levels of service to the public and emergency responders.”

Specifically, refer to Chapter 4: General Knowledge and Skills; Chapter 6: Professional Competence and Chapter 7: General Competencies of a Training Coordinator.

This chapter is also beyond the scope of NFPA 1061. While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

Attachment: Excerpt from draft candidate APCO ANS 3.106.1-201x

This is not original material; its reference/source is as follows:

APCO International
Chapter 11 Public Safety Communications Training Coordinator

11.1 General

The Communications Training Coordinator shall meet the requirements for Communications Training Officer and the JPRs defined in Sections 11.2 through 11.6 of this standard.

11.2 Program Management:

11.2.1 Formulate budget needs, given training goals, agency budget policy, and current resources, so that the resources required to meet training goals are identified and documented. [1041:5.2.3]

(A) Requisite Knowledge: Agency budget policy, resource management, needs analysis, sources of instructional materials, and equipment. [1041:5.2.3]

(B) Requisite Skills: Resource analysis and forms completion. [1041:5.2.3]

11.2.2 Acquire training resources, given an identified need, so that the resources are obtained within established timelines, budget constraints, and according to agency policy. [1041:5.2.4]

(A) Requisite Knowledge: Agency policies, purchasing procedures, and budget management. [1041:5.2.4]

(B) Requisite Skills: Forms completion. [1041:5.2.4]

11.3 Develop Curriculum

11.3.1 Create a lesson plan, given a topic, audience characteristics, and a standard lesson plan format, so that the JPRs for the topic are achieved, and the plan includes learning objectives, a lesson outline, course materials, instructional aids, and an evaluation plan. [1041:5.3.2]

(A) Requisite Knowledge: Elements of a lesson plan, components of learning objectives, instructional methods and techniques, characteristics of adult learners, types and application of instructional media, evaluation techniques, and sources of references and materials. [1041:5.3.2]

(B) Requisite Skills: Basic research, using JPRs to develop behavioral objectives, student needs assessment, development of instructional media, outlining techniques, evaluation techniques, and resource needs analysis. [1041:5.3.2]

11.3.2 Modify existing training topic, given an existing lesson plan, so that the topic remains relevant and that technology is updated to standards set by the AHJ.

(A) Requisite Knowledge: Thorough knowledge of existing lesson plan, improvements in industry standards and equipment, improvements in instructional media.

(B) Requisite Skills: Research skills.

11.3.3 Create remediation strategy given evaluation report indicating need for further training, so that trainees failing to meet standard lesson plan standards are given additional training.

(A) Requisite Knowledge: Minimum accepted competency levels established by AHJ, specific evaluation results of trainees recommended for remediation, training strategies for varied learning styles.

(B) Requisite Skills: None.

11.4 Maintain Training Schedule and Staff:

11.4.1 Maintain a continuing education training schedule, given an established lesson plan so that training is ongoing and that continuing education objectives are met.

(A) Requisite Knowledge: Lesson plan topics, certification expiration dates, AHJ, state, and federal minimum training requirements/certifications.

(B) Requisite Skills: Prioritization, records management.

11.4.2 Schedule Communications Training Officers (CTO’s) to conduct training, given a roster of certified CTO’s, so that all CTO’s are able to instruct regularly, and maintain competency.

(A) Requisite Knowledge: Current list of classes instructed by all CTO’s, strengths and weaknesses of each trainer in regards to instructional skills.

(B) Requisite Skills: Personnel management, evaluation skills, record keeping.

11.4.3 Schedule instructional sessions, given AHJ scheduling policy, instructional resources, staff, facilities and timeline for delivery, so that the specified sessions are delivered according to department policy.

(A) Requisite Knowledge: AHJ, state, and federal minimum training requirements/certifications, scheduling processes.
supervision techniques, and resource management. B) Requisite Skills: None required
11.4.4 Select instructional staff, given personnel qualifications, instructional requirements, and agency policies and procedures; so that staff selection meets agency policies and achievement of agency and instructional goals.
[1041:6.2.4]

(A) Requisite Knowledge: Agency policies regarding staff selection, instructional requirements, selection methods, the capabilities of instructional staff, and agency goals.

(B) Requisite Skills: Evaluation techniques.

11.5 Document Training

11.5.1 Administer a training record system, given AHJ policy and type of training activity to be documented; so that the information captured is concise, meets all agency and legal requirements, and can be readily accessed.

(A) Requisite Knowledge: Agency policy, record-keeping systems, professional standards addressing training records, legal requirements affecting record-keeping, and disclosure of information.

(B) Requisite Skills: Development of forms and report generation.

11.5.2 Regularly review CTO reports and trainee evaluations given regular reporting, so that training progress is monitored and negative trends are quickly recognized and corrected.

(A) Requisite Knowledge: Results of regular reports and evaluations.

(B) Requisite Skills: None required

11.6 Evaluation and Testing:

11.6.1 Develop student evaluation instruments, given learning objectives, audience characteristics, and training goals, so that the evaluation instrument determines if the student has achieved the learning objectives; the instrument evaluates performance in an objective, reliable, and verifiable manner; and the evaluation instrument is bias-free to any audience or group.

(A) Requisite Knowledge: Evaluation methods, development of forms, effective instructional methods, and techniques.

(B) Requisite Skills: Evaluation item construction and assembly of evaluation instruments.

11.6.2 Develop a class evaluation instrument, given agency policy and evaluation goals; so that students have the ability to provide feedback to the instructor on instructional methods, communication techniques, learning environment, course content, and student materials.

(A) Requisite Knowledge: Evaluation methods and test validity.

(B) Requisite Skills: Development of evaluation forms.

11.6.3 Analyze student evaluation instruments, given test data, objectives and agency policies, so that validity is determined and necessary changes are accomplished.

(A) Requisite Knowledge: Test validity, reliability, and item analysis.

(B) Requisite Skills: Item analysis techniques.

11.6.4 Construct a performance-based instructor evaluation plan, given agency policies and procedures and job requirements, so that instructors are evaluated at regular intervals, following agency policies.

(A) Requisite Knowledge: Evaluation methods, agency policies, staff schedules, and job requirements.

(B) Requisite Skills: Evaluation techniques.

11.6.5 Present evaluation findings, conclusions, and recommendations to agency administrator; given data summaries and target audience, so that recommendations are unbiased, supported, and reflect agency goals, policies, and procedures.

(A) Requisite Knowledge: Statistical evaluation procedures and agency goals.

(B) Requisite Skills: Presentation skills and report preparation following agency guidelines.

11.6.6 Create a program evaluation plan, given agency policies and procedures, so that instructors, course components, and facilities are evaluated and student input is obtained for course improvement.

(A) Requisite Knowledge: Evaluation methods and agency goals.

(B) Requisite Skills: Construction of evaluation instruments.
Specifically, refer to Chapter 4: General Knowledge and Skills; Chapter 6: Professional Competence and Chapter 7: General Competencies of a Training Coordinator.

This chapter is also beyond the scope of NFPA 1061. While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

Attachment: Candidate APCO ANS 3.104.1.201x Draft

This is not original material; its reference/source is as follows:
APCO International

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1061- Log #CC4  PQU-PST  (Chapter 12)

Submitter: Technical Committee on Public Safety Telecommunicator Professional Qualifications,
Comment on Proposal No: 1061-10
Recommendation: Revised text to read as follows:
Chapter 12 Public Safety Communications Center Manager/Director
Substantiation: This change was made for document consistency based on Committee action in 1061-10 (Log #CC2).
1061- Log #30  PQU-PST  
(Chapter 12 (New) )  

Final Action:

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Submitter: Crystal McDuffie, APCO International  
Comment on Proposal No: 1061-26  
Recommendation:  Delete the following text:

12.1 General  
The Public Safety Communications Center Manager shall have the requisite knowledge of the positions in the public safety communications center. In addition, the AHJ may request additional educational background and technical experience.

12.1.2 General Requisite Knowledge: The organizational structure of both the department and the department's organizational structure within AHJ; geographical configuration and political influences within the boundaries; administration of the department's budget development and implementation; development and implementation of the department's policies and procedures; management of all personnel within the communications center.

12.1.3 General Requisite Skills: The ability to communicate effectively to all inquiries and daily correspondence; develop and deliver budgets for review and approval including capital expenditures.

12.2 Human Resource Management: Administer communication center members during daily operations, given minimum staffing levels established by the AHJ, so that the communication center meets the performance goals in accordance with local policies, procedures and protocols established by the AHJ.

(A) Requisite Knowledge: Communication process for shift assignments, shift replacement and emergent situations.

(B) Requisite Skills: The ability to coordinate shift coverage with peak needs; manage allocated time off; follow labor-management agreements within the public safety communications center.

12.3 Public Safety Communications Center operations: Create operational plans to include daily activities, given an area of responsibility as determined by the AHJ, so that daily activities that include emergency procedures both outside the center and within the center following federal, state, provincial and local guidelines including any mission statement or goals are met as established by the AHJ.

(A) Requisite Knowledge: Comprehensive understanding of operational plans, applicable legal requirements and regulations; positive professional development opportunities.

(B) Requisite Skills: Communications skills both verbal and written to develop, implement, and evaluate operational plans, federal legislation, and local requirements necessary to manage the center; encourage and support professional development.

12.4 Stakeholder Relationships: Create a working relationship, given the varied stakeholders involved in a communications center, so that all stakeholders concerns are met using positive feedback and creating a team environment.

(A) Requisite Knowledge: Ability to coordinate the needs of external stakeholders and the needs of the personnel within the center; understand personal, governmental influences and other agencies that can affect operations within the center.

(B) Requisite Skills: Communications with stakeholder at an appropriate level; understanding of people and their agendas; administer discipline to internal stakeholders if necessary; create a positive team environment.

12.5 Coordinate technologies: Understand the many systems used within the communications center, given the many updates and improvements as technology changes, so that a request for capital improvements can be added to the budget process.

(A) Requisite Knowledge: Basic understanding of what the technology is that is used in the center; having a support network to advise of changing technology and making appropriate recommendations.

(B) Requisite Skills: Technological understanding, communications skills and ability to translate the information into lay terms so that stakeholders can make informed decisions.

Substantiation: Information contained in this chapter is duplicating APCO ANS 1.106.1-2009: Core Competencies for Public Safety Communications Manager / Director. It is also conflicting with the APCO ANS as the proposed NFPA Chapter does not include all the responsibilities and related requisite knowledge and skills as outlined in APCO ANS 1.106.1-2009.

Scope for APCO ANS 1.106.1-2009:
*Outlines the core competencies that define the basic functions, duties, responsibilities, knowledge, abilities and expertise attributable to individuals who manage public safety communications functions. In addition, the standard respects the diverse nature of public safety communications,
competencies may vary dependent upon the size of the agency, service demographics and type of services provided. Areas of core competencies identified include: managing self & personal skills, providing direction, facilitating change, working with people, using resources, and achieving results."

This chapter is also beyond the scope of NFPA 1061. While APCO and NFPA conducted broad discussions on a number of topical subjects, full collaborative efforts were limited to Public Safety Telecommunicator.

Attachment: APCO ANS 1.106.1-2009

This is not original material; its reference/source is as follows:
APCO International

For qualification at Logistics Section Communication Unit Leader, the candidate shall meet the job performance requirements defined in Sections 13.1.1 through 13.2.1 of this standard.

Chapter 13 Logistics Section Communications Unit Leader
13.1 General:

For qualification at Logistics Section Communication Unit Leader, the candidate shall meet the job performance requirements defined in Sections 13.1.1 through 13.2.1 of this standard:

13.1.1 General Prerequisite Knowledge. The Communications Unit Leader (COML) is a position under the Logistics Section of the Incident Command System of the National Incident Management System (NIMS). The COML’s responsibility include developing plans for the effective use of incident communications equipment and facilities, managing the distribution of communications equipment to incident personnel, and coordinating the installation and testing of communications equipment:

13.1.2 General Prerequisite Skills. Effective communications planning as well as acquiring, setting up, maintaining, and accounting for communications equipment to operate in an information management system utilized by the AHJ.

13.2 Operate under the Logistics Section of the NIMS:

This duty involves performing or utilizing human resources to accomplish assignments, tasks or duties received from the Logistics officer operating in the NIMS system during emergency and nonemergency work periods, according to the following job performance requirements:

13.2.1 Coordinate a Tactical Interoperable Communications Plan, given a Type III incident or larger, so that the request is received; prioritized; safety considerations are addressed; and the desired outcomes are conveyed in accordance with the information management system utilized by the AHJ:

(A) Requisite Knowledge. Public safety communications background with exposure to field operations, public safety technology, supervisory, and personnel management skills. Completion of the Incident Management System ICS-100, 200, 300, 700, 800 and Homeland Security COML training:

(B) Requisite Skills. The ability to provide written, electronic, verbal communication and operate within the National Incident Management System:

Substantiation: Information contained in this chapter is beyond the scope of the NFPA 1061 Standard. Much of the information is duplicative of NIMs and COML.

This is not original material; its reference/source is as follows:
APCO International
A.4.5 The committee recommends that the following skills be considered by the AHJ for the telecommunicator candidate:

1. Ability to spell
2. Basic reading skills
3. Basic math calculation
4. Ability to speak clearly
5. Basic writing skills
6. Manual dexterity
7. Ability to follow written and verbal instructions
8. Ability to alphabetize and catalog
9. Keyboarding and mousing skills as required
10. Multi-task
11. Quick decision-making
12. Teamwork
13. Critical thinking
14. Customer service skills
15. Problem solving
16. Interpersonal communication skills

A.4.6 The committee has identified the following behavioral characteristics or traits the hiring or certifying authority might want a candidate to be able to exhibit:

1. Adjust to various levels of activity
2. Multi-task
3. Make decisions and judgments based on decision-making skills
4. Maintain composure
5. Form conclusions from disassociated facts
6. Work with others/teamwork
7. Handle criticism—Acceptance of constructive feedback
8. Remember and recall information
9. Deal with verbal abuse—Tolerance
10. Manage interpersonal relations
11. Function under stress
12. Maintain confidentiality

A.4.7 It is recommended, where practical, that evaluators be individuals who were not directly involved as instructors for the requirement being evaluated.

A.4.8 The committee recognizes the need for formal training programs to provide the necessary skills and knowledge to perform the job of telecommunicator.

These programs can be developed or administered by local, state, provincial, or federal agencies as well as professional associations. In many jurisdictions, part of this formal training includes some form of on-the-job training. (See Annex C for a discussion of the considerations for the training of enhanced telecommunicator skills.)

A.4.9 This requirement can be fulfilled by attending workshops and seminars, or through professional publications and journals, or continuing education as established by the AHJ.

Substantiation: This text was existing text that was annex material that was associated with main body text that was moved from Chapter 1 to Chapter 4 and this text needed to be moved as well.

Substantiation: A.4.5 : Moved several items that were previously identified as traits to skills to appropriately categorize them as they are skills and not traits according to standard definitions.

A.4.6 : Compare and align traits from the Occupational analysis profile charts for calltaker, law enforcement dispatcher, fire service dispatcher and emergency medical services dispatcher with proposed NFPA traits in order to harmonize with APCO ANSI. (see attached)

Refer to APCO ANS 3.103.1-2010 Minimum Training Standards for Public Safety Telecommunicators.
The intent of the Committee is that all individuals filling the position defined, even on a part-time or temporary basis, should meet all minimum qualifications and standards applicable to the position and should meet all local, state and/or federal certification requirements. The Committee recognizes the need for formal training programs to provide the necessary skills and knowledge to perform the job of telecommunicator.

These programs can be developed or administered by local, state, provincial, or federal agencies as well as professional associations.

In many jurisdictions, part of this formal training includes some form of on-the-job training. (See Annex C for a discussion of the considerations of the training of enhanced telecommunicator skills.)

Substantiation: The intent of the Committee was to ensure that all minimum qualifications defined in this standard, as they pertain to each level, are met by personnel who fill the position even on a part-time or temporary basis.

Training requirements and certifications of individuals working in the public safety communications center should be defined by this standard and/or any other industry standard which is applicable. All individuals filling positions defined by this standard, even on a part-time or temporary basis, should meet all minimum qualifications/training requirements and standards applicable to the position and should meet all local, state and/or federal certification requirements.

Substantiation: The intent of the Committee was to ensure that all minimum qualifications defined in this standard, as they pertain to each level, are met by personnel who fill the position even on a part-time or temporary basis.
For additional information on the verbal communication process, see Annex B. The Public Safety Telecommunicator I should be capable of operating, testing, troubleshooting, and maintaining the continuity of the communication system. The Public Safety Telecommunicator I might also be required to switch to and operate back-up components or alternate systems. This could also include managing situations such as excited or hysterical callers, callers speaking foreign languages, suicidal callers, and other calls requiring special handling, including mass casualty and weapons of mass destruction.

Nonverbal communication protocols include American Sign Language (ASL) syntax. The telecommunicator should also know common abbreviations used in non-verbal communications. Individuals who are hearing or speech impaired often use American Sign Language (ASL) syntax while communicating via the TTY/Text phone. ASL is a separate language that uses English words with its own rules for syntax and sentence construction. The Americans with Disabilities Act (ADA) requires equal access to emergency services by individuals with speech and hearing impairments. This most often takes the form of TTY/Text phone using Baudot or ASCII code. Other nonverbal devices include computer communication, digital terminals, analog devices, alarm systems, FAX machines, or other mechanical or electronic media.

This should be done according to Section 8.3.2.1 of NFPA 1221. The PSAP should remain on the line until it is certain that the transfer has been effected.

The Public Safety Telecommunicator I is expected to question callers regarding potential threats, risks, and hazards that responders can encounter. Examples include details pertaining to the involvement of weapons, hazardous materials, violent subjects at the scene, unsafe conditions en route to or at the scene, and so forth.

Special or unusual circumstances are most often typified by hangup calls or silent calls. These circumstances will be handled by following the procedures, policies, or guidelines of the AHJ.

A pre-arrival instruction or information will be provided based on policies, procedures, or guidelines of the AHJ.

The functions of the Public Safety Telecommunicator might include the use of predetermined questions, pre-arrival telephone instructions, and pre-assigned actions that are an integral part of the responsibility to prioritize calls and assist in the stabilization of the situation.

A pre-arrival reference system should be in a uniform format that is an accessible and reproducible document based on current guidelines and administrative protocols.

Voice control includes the ability to maintain balanced tone, modulation, volume, and inflection while communicating.

In some jurisdictions the on-duty telecommunicator could be responsible for both call taking and dispatching. Other entities can include social service agencies, utilities, other emergency service providers, or other governmental units. Resolution might be accomplished by referral to, or response by, one of these agencies.

Substantiation: This is the associated annex material that was originally part of the existing Chapter 4 that needed to be renumbered to Chapter 5 due to the inclusion of a new Chapter 4. Added text to these annex items were done so to reflect changes in accepted practices as well as part of a collaborative effort with APCO.

Substantiation: Remove level (I) of Telecommunicator to maintain consistency throughout document. Review APCO ANS 3.103.1-2010 to align proposed NFPA 1061 recommendations. See earlier comments regarding ranking and removal of levels.

This is not original material; its reference/source is as follows:

APCO International
Technical Committee on Public Safety Telecommunicator Professional Qualifications,

Revised text to read as follows:

A.54.2.4(A) Nonverbal communication protocols include American Sign Language (ASL) syntax. The telecommunicator should also know common abbreviations used in non-verbal communications. Individuals who are hearing or speech impaired often use American Sign Language (ASL) syntax while communicating via the Telecommunications Device for the Deaf/Teletype (TDD/TTY) or Text phone. ASL is a separate language that uses English words with its own rules for syntax and sentence construction.

A.54.2.4(B) The Americans with Disabilities Act (ADA) requires equal access to emergency services by individuals with speech and hearing impairments. This most often takes the form of TDD/TTY or Text phone using Baudot or ASCII code. Other nonverbal devices include computer communication, digital terminals, analog devices, alarm systems.

Substantiation: These changes were made editorial in nature and also to reflect common terminology.
Revise text to read as follows:

Technical Committee on Public Safety Telecommunicator Professional Qualifications,

These sources can include other telecommunicators, field units, or electronic devices.

See NFPA 1221 for information on emergency alert tone.

The Public Safety Telecommunicator II should be capable of operating, testing, troubleshooting, and maintaining the continuity of the communication systems, including radio codes, unit identifiers, emergency alert tone, and phonetic alphabet. The Public Safety Telecommunicator II might also be required to switch to and operate back-up components or alternate systems.

These systems might include computer-aided dispatch systems, recording systems, automatic vehicle tracking systems, mobile data systems, and computer systems linking the telecommunicator with other agencies.

This can include familiarity with computer operations and technology.

This can also include data system messages as well.

Deployable resources include those individuals, equipment, and specialized units that are dispatched by the agency.

See Chapter 7 of NFPA 1221 on operations.

This action is not a static decision but rather a dynamic process that changes and evolves during the handling of an event. The Public Safety Telecommunicator II is required to make many decisions that might not change the action originally initiated. Factors that cause changes to decisions or actions are the receipt and processing of additional information, or updates. The Public Safety Telecommunicator II makes necessary decisions and takes actions that will result in the appropriate assignment of resources, emphasizing the safety of the public and the response units. (See Figure A.65.3.6.)

The public safety telecommunicator should operate within the incident management system prescribed by the AHJ such as defined in NFPA 1561. The telecommunications equipment used by public safety agencies is widely varied. The term telecommunications equipment includes all equipment in use by an agency for the purpose of alerting or notifying response units and the continued exchange of information between those units and the communications center. Examples include computer-aided dispatch (CAD) systems; mobile data terminals (MDT); two-way radios; paging systems; alerting devices; telegraph systems; telephone systems; voice alerting and PA systems; and data terminals.

In the case of unfounded service requests, hang-up calls, or invalid locations, the telecommunicator should make every effort to reverify the accuracy of a location or the validity of a service request within the policies established by the AHJ.

Supplemental information could include relevant databases and documentation that might be internal or external to the agency available to provide ongoing support to response units. Emergency plans should be developed in accordance with NFPA 1600.

Situations beyond the normal scope of operation could include major crime occurrence, major fire, mass casualty incidents, weapons of mass destruction, and man-made or natural disasters.

Substantiation: This is the associated annex material that was originally part of the existing Chapter 5 that needed to be renumbered to Chapter 6 due to the inclusion of a new Chapter 4. Added text to these annex items were done so to reflect changes in accepted practices as well as part of a collaborative effort with APCO.

Committee Substantiation: Remove level (II) of Telecommunicator to maintain consistency throughout document. Review APCO ANS 3.103.1-2010 to align proposed NFPA 1061 recommendations. Specifically for A.6.4.1 align with Chapter 5: Tools, Equipment and Technology of APCO ANS. See earlier comments regarding the removal of levels and ranking.

This is not original material; its reference/source is as follows:

APCO International
Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-34
Recommendation: Revise text to read as follows:
A.9.1 It is recommended that they also meet the requirements of Public Safety Communications Training Officer.

Substantiation: The committee has newly added this chapter and requirements to reflect this position within a public safety communications center and to also include work from a collaborative effort between this committee and APCO.

Substantiation: Proposed addition duplicates APCO ANS 3.101.1-2007 and Candidate APCO ANS 3.101.2-201x:
Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer.
This is not original material; its reference/source is as follows:
APCO International

Submitter: Crystal McDuffie, APCO International
Comment on Proposal No: 1061-35
Recommendation: Revise text to read as follows:
E.2.1 APCO Publications
Minimum Training Standards for Public Safety Communications Training Officer (CTO) Minimum Training Standards for Public Safety Communications First-Level Supervisor Minimum Training Standards for Public Safety Telecommunicators (Project 33) Core Competencies for Public Safety Communications Manager/Director.

Substantiation: The committee has added these informational references as a result of a collaborative effort between the NFPA, this committee and APCO.

Substantiation: Correction of names of APCO ANS referenced.
This is not original material; its reference/source is as follows:
APCO International