

**NENA**

THE

**9-1-1**

ASSOCIATION

# **Training Standards for Public Safety Telecommunicators**

**A State Overview Presented to:  
Wisconsin Special Committee on 911 Communications  
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# Overview

- What Drives Standards
  - Citizen's Expectations
  - Professionalism
  - Media Scrutiny
- Professional Trade Associations
- Challenges In Implementation
  - Mandated Training
  - No Funding
  - What is Gained?
- A Look Across the Country

# Training Requirements

# States with Standards

- Alaska
- Connecticut
- Delaware
- Florida
- Georgia
- Indiana
- Iowa
- Kentucky
- Maine
- Massachusetts
- Michigan
- Mississippi
- Missouri
- Montana
- New Hampshire
- New Jersey
- New Mexico
- New York
- Oregon
- Pennsylvania
- South Carolina
- Tennessee
- Texas
- West Virginia
- Wyoming

# Emergency Medical Dispatch Training Required

- Connecticut
- Delaware
- Florida
- Indiana
- Maine
- Massachusetts
- New Hampshire
- New Jersey
- Pennsylvania
- Tennessee

# Voluntary Training

- Arkansas
  - Arkansas Law Enforcement Training Academy
- California
  - Commission on Peace Officer Standards and Training
- Ohio
  - Recommendations,
  - 8-hours continuing education every 2 years

# Selected State Requirements

# Indiana

- Emergency Medical Dispatch Training
- Meet or exceed NHSTA Guidelines
- Required for any T/C that handles medical calls



# Iowa

- 40-hour basic training course
- Eight hours annual in-service training
- Iowa Law Enforcement Academy

# Michigan

- Administered by State 9-1-1 Committee
  - State 9-1-1 Administrator's Office
- Employed for 12 months prior to rules, exempt
- New Hires
  - 40-hour Basic Telecommunicator Training (module 1)
  - 8-hours in each of these subjects (module 2)
    - ✓ Domestic Violence
    - ✓ Suicide intervention
    - ✓ 9-1-1 Liability
    - ✓ Stress management
    - ✓ Homeland security elective
- Continuing Education
  - 24-hours every 2 years

# Kentucky

- Dept. of Criminal Justice and Training
- 160 hours of training
- Telecommunications Academy
  - Basic 175 hour course to meet requirements

# Massachusetts

- **New Telecommunicators**
  - Required two-day training
  - 40-hours of approved basic training
  - 16-hours of approved annual continuing education
- **Existing Telecommunicators**
  - 16-hours of approved annual continuing education
- **Administered by State 9-1-1 Department**

# New Jersey

- Office of Emergency Telecommunications
- 40-hour basic communications course
- 32-hour Emergency Medical Dispatch training
- 8-hour CPR certification

# Tennessee

- Tennessee Emergency Communications Board
- 40-hours course work
- 40-hours supervised on-the-job training
- 8-hours continuing educations every 2 years
- Emergency Medical Dispatch Training required

# Texas

- Statute sets hiring requirements
- 40-hours Telecommunicator Course
  - Within one (1) year of hire
- 24-hour Crisis Communications Course
  - Within one (1) year of hire
- TX Commission on Law Enforcement Standards and Education (TCLOSE)

# Observations



# Coordination v. Control

- State Wide 9-1-1 Program Office
  - State control of all aspects
- State 9-1-1 Administrator
  - State “coordination & guidance”
  - Local 9-1-1 Authority (county, etc.)
- Local Program and Control

# Benefits of Coordination

- Central Point, Single Point of Contact
- Certification of
  - Training Programs
  - Training Delivery Providers
- Coordination and Tracking of Funding
- Technology Guidance

# Contact Information

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