



# Candidate

## APCO ANS 3.103.1-200x: Minimum Training Standards for Public Safety Telecommunicators

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Draft for Public Review & Comment  
(2)

To submit comments before July 26, 2010 e-mail  
[standards@apcointl.org](mailto:standards@apcointl.org) or go to:  
[www.apcostandards.org](http://www.apcostandards.org)

Note: When submitting comment(s), include comment, suggested resolution and reference the page and line number(s) related to the comment(s). If you have any questions and/or need any further information, contact [standards@apcointl.org](mailto:standards@apcointl.org) or (386) 944-2446.

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**\*For information purposes only and not part of the candidate ANS**

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

**On behalf of public safety communications professionals across the nation, the Call Center Standards Committee has diligently worked to revise the comprehensive Minimum Training Standards for Public Safety Telecommunicators, also referred to in the past as “Project 33” or “P33.” The focus of this standard is to provide the training necessary for front-line communications professionals to be competent in the delivery of public safety communications services.**

**Numerous subject matter experts volunteered many hours to update this training standard. Twelve Occupational Analysis (OA) Workshops were conducted regionally, throughout the nation. One initial Occupational Analysis (OA) panel for each position: Calltaker, Law Enforcement Dispatcher, Fire Services Dispatcher, and Emergency Medical Services (EMS) Dispatcher and three validation panels for each of these positions. Each panel consisted of four to twelve high-performing incumbent workers who perform the duties of the position for which they were analyzing. It is important to recognize the time and effort APCO members have dedicated to updating this important project throughout the past year.**

**The Call Center Standards Committee, made up of a group of working public safety communication professionals from various size agencies and backgrounds, reviewed and compiled the validated occupational analysis data for the Minimum Training Standards for Public Safety Telecommunicators. The approach used in this latest revision will allow the most up-to-date information to be incorporated into the new version of the standard.**

**Responding to the valid needs of our members while dealing with the rapidly expanding and ever-changing service environment, the Call Center Standards Committee along with the Occupational Analysis Sub-Committee worked over the past several months to refine the tasks and subtasks relative to Telecommunicators. Once the tasks were complete, the Committee met for a work session to draft the new version of the standard. This final draft is the result of comments received from the public review and comment period ending October 26, 2009. The Committee also thanks the APCO Executive Council and Members who assisted in disseminating the initial drafts of this candidate standard. This collaboration of industry experts can only increase the high degree of professionalism we all seek within our agencies and throughout our profession.**

**Sincerely,  
Matt Stillwell  
APCO International Call Center Standards Committee Chair**

## **Acknowledgements\***

Special recognition to the numerous facilitators, panelists and hosting agencies listed on page 22 that provided the pertinent research needed to successfully update this candidate standard. At the time this version was reviewed, the Call Center Standards Committee (CCSC) and its Project 33 Revision Sub-Committee included the following membership:

**Julie Righter, CCSC Group Leader**

Lincoln Emergency Communications 9-1-1, Nebraska

**Matt Stillwell, CCSC Chair**

City of Edmond, Oklahoma

**Cory Ahrens, CCSC Vice Chair & Occupational Analysis Sub-Committee Chair**

Washington State Criminal Justice Training Commission, Washington

**Angela Bowen, P33 Revision Sub-Committee Chair**

Georgia Public Safety Training Center, Georgia

Carol Adams, RPL

Stafford County Sheriff's Office, Virginia

Kimberly Burdick, RPL

Chouteau County Sheriff's Office, Montana

Debbie Gailbreath

Sarasota County Sheriff's Office, Florida

Cheryl Greathouse

Georgia Public Safety Training Center, Georgia

Daniel Morelos

Tucson Airport Authority, Arizona

Joseph Mulford

Delaware State Police, Delaware

Robin Tieman

Cass County, Missouri

Michael Tillman

Norcomm Public Safety Communications, Illinois

Amanda Byrd, Staff Liaison

APCO International

## 2 Chapter 1: Introduction

### 4 1.1 Scope

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

### 12 1.2 Purpose

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

### 22 1.3 Definitions

23 Definitions of terms used throughout this document.

25 1.3.1 **Affective Domain:** This is the learning domain that deals with a person  
26 and how they act and feel. Emotions, feelings, and different behaviors,  
27 such as a person's attitude, are characteristics of this domain<sup>1</sup>.

29 1.3.2 **Agency:** The hiring authority or also referred to as the Authority Having  
30 Jurisdiction (AHJ). The Agency or body that defines the roles,  
31 responsibilities, policies and procedures, and performance standards that  
32 direct the activity of the Public Safety Telecommunicator. In multi-  
33 discipline centers, the Agency governs the operation providing call  
34 taking/dispatch and related services to customer agencies; in single  
35 discipline centers, a single Agency may direct these services for one or  
36 more departments within a service area. Both have the duty to define  
37 training appropriateness, content, format, and continuing education  
38 requirements.

40 1.3.3 **The Americans With Disabilities Act (ADA):** A Federal law that  
41 requires all Public Safety Answering Points (PSAPs) to provide direct and  
42 equal access to emergency telephone services to individuals with  
43 disabilities who use teletypewriters (TTYs) and other communication  
44 devices or services.

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

- 46 1.3.4 **Core Competency:** The unique traits, requisite knowledge,  
47 comprehension and application of skills, and situational analysis leading to  
48 the appropriate response to the caller, co-worker, other public safety  
49 stakeholders<sup>2</sup> or event(s) consistent with general practices and locally  
50 defined parameters.  
51
- 52 1.3.5 **Calls for Service:** A call that results in the provision of a public safety  
53 service or response.  
54
- 55 1.3.6 **Calltaker:** A Telecommunicator who processes incoming calls through  
56 the analyzing, prioritizing, and disseminating of information to aid in the  
57 safety of the public and responders.
- 58 1.3.7 **Cognitive Domain:** This is a learning domain that involves the mind and  
59 the intellect.<sup>3</sup> It is with thinking, knowledge, comprehension, application,  
60 analysis, synthesis, evaluation and the ability of a person in intellectual  
61 pursuit.
- 62 1.3.8 **Emergency Medical Services Dispatcher (EMSD):** A  
63 Telecommunicator who provides dispatch services by analyzing,  
64 prioritizing, and processing calls while maintaining radio contact with  
65 responders to ensure safe, efficient, and effective responses to calls for  
66 emergency medical services, in accordance with local, state, and national  
67 standards.
- 68 1.3.9 **Fire Service Dispatcher:** A Telecommunicator who provides dispatch  
69 services by analyzing, prioritizing, and processing calls while maintaining  
70 radio contact with responders to ensure safe, efficient, and effective  
71 responses to requests for fire services, in accordance with local, state, and  
72 national standards.
- 73 1.3.10 **Knowledge:** Fundamental understanding one must have in order to  
74 perform a specific task.  
75
- 76 1.3.11 **Law Enforcement Dispatcher:** A Telecommunicator who provides  
77 dispatch services by analyzing, prioritizing, and processing calls, while  
78 maintaining radio contact with responders to ensure safe, efficient, and  
79 effective responses to requests for law enforcement services, in  
80 accordance with local, state, and national standards.  
81
- 82 1.3.12 **National Incident Management System/Incident Command System**  
83 **(NIMS/ICS):** An organized method to define roles, responsibilities, and  
84 standard operating procedures used to unify multiple disciplines in order  
85 to manage emergency operations under one functional organization.<sup>4</sup>  
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<sup>2</sup> May include, but is not limited to: law enforcement officers, fire fighters, emergency medical technicians, paramedics, emergency management personnel.

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

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

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- 1.3.13 **Psychomotor Domain:** This is a learning domain that pertains to the physical realm, manual skills, actions and physical skills.<sup>5</sup>
- 1.3.14 **Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services via telephone and other communication devices. Emergency calls are first answered, assessed, classified and prioritized. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.
- 1.3.15 **Public Safety Communications Center:** A public safety entity, which may include a PSAP or be referred to as an Emergency Communications Center or communications center, where emergency calls for service or 9-1-1 phone calls culminate, and/or where calls for service are dispatched to public safety service providers.
- 1.3.16 **Public Safety Communications First-Level Supervisor (Supervisor):** The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency’s mission, standards, and goals.
- 1.3.17 **Public Safety Telecommunicator (Telecommunicator):** The individual employed 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.
- 1.3.18 **Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.<sup>6</sup>
- 1.3.19 **Quality Assurance and Improvement Program** – an on-going program providing at a minimum, the random case review evaluating emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.
- 1.3.20 **Quality Assurance Process:** A formal assessment process by which actual performance, behavior and outcomes are compared against established standards to ensure compliance, consistency, and accuracy in the delivery of quality service.

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

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

- 130 1.3.21 **Quality Improvement Process:** Actions taken to improve or correct areas  
131 of concern.  
132
- 133 1.3.22 **Shall:** Within the context of this standard, “shall” indicates a mandatory  
134 requirement.  
135
- 136 1.3.23 **Should:** Within the context of this standard, “should” indicates a  
137 recommendation.  
138
- 139 1.3.24 **System:** An integrated set of elements that are combined in an operational  
140 or support environment to accomplish a defined objective. These  
141 elements may include people, hardware, software, firmware, information,  
142 procedures, facilities, services, and environment.  
143
- 144 1.3.25 **Trainee:** A Telecommunicator being trained in any one of the disciplines  
145 covered by this document.  
146
- 147 1.3.26 **Written Directives:** A set of agency specific policies, procedures, rules,  
148 regulations and guidelines.  
149

## 150 **Chapter 2 Agency Responsibilities**

### 151 **2.1 Scope**

152 While the majority of this document addresses the training of Telecommunicator  
153 trainees, this chapter outlines the agency’s responsibilities for providing training  
154 to both new and veteran Telecommunicators in accordance with this standard.  
155  
156  
157

### 158 **2.2 General Agency Responsibilities**

- 159 2.2.1 The Agency shall establish no less than these minimum training  
160 requirements while complying with all local, state, and federal laws.<sup>7</sup>  
161
- 162 2.2.2 The Agency shall define the baseline literacy requirements in addition to  
163 requisite cognitive, affective, and psychomotor skills to achieve  
164 compliance with this standard.  
165
- 166 2.2.3 The Agency shall provide the Telecommunicator with information, in  
167 both verbal and written formats, during an initial orientation to include,  
168 but not limited to:
- 169 2.2.3.1 Break areas,
  - 170 2.2.3.2 Building layout,
  - 171 2.2.3.3 Emergency evacuation routes and plans,

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

- 172 2.2.3.4 Location of first-aid supplies including Automated External  
173 Defibrillator (AED) if available,  
174 2.2.3.5 Location of facilities,  
175 2.2.3.6 Time keeping procedures, and  
176 2.2.3.7 Work hours.  
177
- 178 2.2.4 The Agency shall provide the Telecommunicator with information  
179 regarding response agency resources<sup>8</sup>, including location of public safety  
180 service buildings<sup>9</sup>, apparatus and equipment, and emergency planning  
181 documents.  
182
- 183 2.2.5 The Agency shall provide a detailed overview to the Telecommunicator  
184 outlining disaster plans and recovery processes to ensure the continuity of  
185 operations.  
186
- 187 2.2.6 The Agency shall provide the Telecommunicator with expectations  
188 regarding customer service, personal conduct and behavior, courtroom  
189 demeanor, and ethical rules. If they exist, the Agency shall provide  
190 Telecommunicators with a written copy of the Agency's adopted  
191 principles (for example, mission statement, core values, vision statement,  
192 etc).  
193
- 194 2.2.7 The Agency shall provide the Telecommunicator with information  
195 regarding access to and participation in such programs as:  
196
- 197 2.2.7.1 Critical Incident Stress Management (CISM),  
198 2.2.7.2 Employee Assistance Program (EAP),  
199 2.2.7.3 Health and Wellness Programs,  
200 2.2.7.4 Stress management techniques, and  
201 2.2.7.5 Safety/Risk Management Programs.  
202
- 203 2.2.8 The Agency shall provide the Telecommunicator with appropriate state  
204 safety regulations and, if applicable, rules of the Occupational Safety and  
205 Health Administration (OSHA).  
206
- 207 2.2.9 The Agency shall provide the opportunity for the Telecommunicator to  
208 obtain and attend necessary training in order to receive and maintain  
209 required certifications or licenses.

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

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

- 210 2.2.9.1 The Agency shall identify misconduct of the Telecommunicator that  
211 could result in disciplinary actions, including the loss of certification,  
212 licenses or employment.  
213
- 214 2.2.10 The Agency shall provide the Telecommunicator with an overview of its  
215 quality assurance and/or quality improvement process(es) used to  
216 recognize excellence, identify areas needing improvement, and ensure  
217 performance measures are met.  
218
- 219 2.2.11 The Agency shall have an established performance appraisal process by  
220 which the job performance is regularly reviewed and evaluated.  
221
- 222 2.2.11.1 The Agency shall provide an environment where the  
223 Telecommunicator is encouraged to participate regularly in  
224 performance reviews.  
225
- 226 2.2.11.2 The Agency shall provide a mechanism during the performance  
227 review wherein the Telecommunicator can identify goals and  
228 objectives to be accomplished in the course of employment. These  
229 goals and objectives can serve the purpose of enhancing or enabling  
230 career development within the Agency.  
231
- 232 2.2.12 The Agency shall provide Telecommunicators with written information  
233 regarding disciplinary and grievance processes and policies.
- 234 2.2.12.1 The Agency shall ensure a fair and consistent application of the  
235 disciplinary processes associated with performance.
- 236 2.2.12.2 The Agency shall ensure performance objectives are met by the  
237 Telecommunicator-to prevent negligent retention.
- 238 2.2.12.3 The Agency shall document and address unacceptable performance  
239 with the Telecommunicator in a timely manner.  
240
- 241 2.2.13 The Agency shall provide a comprehensive overview and instruction to  
242 the Telecommunicator in the use of appropriate tools, equipment,  
243 resources and technology Telecommunicators may be expected to operate  
244 within the communications center. This includes other available  
245 technologies to facilitate radio communications interoperability.  
246  
247

### 248 **2.3 Training Program Administration**

- 249
- 250 2.3.1 The Agency shall plan for and provide a detailed training curriculum to  
251 meet agency needs as well as local, state, and federal requirements.  
252
- 253 2.3.1.1 The Agency shall provide a written description of the training  
254 program, benchmarks, timelines, and available learning support tools  
255 and methods.

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

2.3.2 The Agency shall monitor the performance of all Telecommunicators, to ensure that daily efforts are consistent with the acceptable standards of call handling and dispatching responsibilities.

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

2.3.4 The Agency shall ensure performance objectives are met by the Telecommunicator to prevent negligent retention, while documenting and addressing unacceptable performance with the Telecommunicator in a timely manner.

2.3.5 The Agency shall maintain a complete training record for all Telecommunicators according to applicable retention guidelines.

2.3.6 The Agency shall provide the Telecommunicator with information on how and to whom they may address training issues and concerns.

2.3.7 The Agency shall require and ensure no less than twenty-four hours of continuing education or recurrent training for each Telecommunicator annually.<sup>10</sup>

## **2.4 Compliance with Written Directives**

2.4.1 The Agency shall ensure all policies and guidelines are updated promptly and that the most current operating and administrative policies are readily available to the Telecommunicator at all times.

2.4.2 The Agency shall ensure policies and guidelines are readily available to the Telecommunicator for reference and are reviewed as necessary.

2.5 The Agency shall encourage and support, to the extent possible, personal development and growth of the Telecommunicator through the identification and provision of networking opportunities both within the public safety community and within the community for which they provide service.

2.6 The Agency should, when possible, subscribe to professional publications and make those publications available to its Telecommunicators.

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<sup>10</sup> This twenty-four hour requirement is inclusive of CALEA and other local, state, or federal requirements.

301 2.6.1 The Agency shall make readily available professional publications that  
302 identify regulations, recommendations, or mandates within the public  
303 safety communications industry (i.e. National Emergency Response Plan,  
304 OSHA, APCO Standards, Public Safety Communications, etc.).  
305  
306

### 307 **Chapter 3 Organizational Integrity**

#### 308 3.1 **Scope**

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

313 3.2 The Telecommunicator shall identify values that relate to their role as a  
314 Telecommunicator and their Agency's specific mission and values.

315 3.3 The Telecommunicator shall be able to articulate the Agency's expectations of  
316 professional conduct.

317 3.4 The Telecommunicator shall demonstrate a comprehension of duties and essential  
318 functions of the position.

319 3.5 The Telecommunicator shall demonstrate a comprehension of their scope of  
320 authority within the position.

321 3.6 The Telecommunicator shall demonstrate proper application of the Agency's  
322 written directives.

323 3.7 The Telecommunicator shall demonstrate an understanding of the Agency's  
324 Chain of Command.

325 3.8 The Telecommunicator shall adhere to applicable local, state, or federal statutes  
326 or codes as appropriate.

327 3.9 The Telecommunicator shall demonstrate the ability to comply with  
328 governmental or industry professional requirements.<sup>11</sup>

329 3.10 The Telecommunicator shall demonstrate comprehension and application of the  
330 Agency's confidentiality policies and rules regarding the discussion or release of  
331 information acquired in the workplace to the public, the media, or others. Such  
332 information should include, but is not limited to:

333 3.10.1 Data systems accessible through local, state, or federal  
334 networks,<sup>12</sup>

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

- 335 3.10.2 Information contained in calls for service,<sup>13</sup>  
336 3.10.3 Information gained through the 9-1-1 or E9-1-1 system,  
337 and/or  
338 3.10.4 Records management systems.  
339  
340 3.11 The Telecommunicator shall demonstrate comprehension of general liability  
341 concepts and terms as well as a comprehension of specific liability issues  
342 associated with the position including the most notable areas of litigation in public  
343 safety communications.  
344

## 345 **Chapter 4 General Knowledge and Skills**

### 346 4.1 **Scope**

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

### 349 4.2 **General Knowledge for The Telecommunicator**

350 The following general areas of knowledge have been identified for the  
351 Telecommunicator regardless of their area of public safety expertise. The Agency  
352 shall require the Telecommunicator demonstrate proficiency in at least the  
353 following areas:

- 354  
355 4.2.1 Comprehension of jurisdictional boundaries and geography,  
356 4.2.2 Proper application of Agency terminology,  
357 4.2.3 An awareness of and respect for diverse populations within the Agency's  
358 service area,  
359 4.2.4 The ability to identify and properly utilize Agency resources, and  
360 4.2.5 Comprehension of their role in:  
361 4.2.5.1 Incident Command Systems (ICS),  
362 4.2.5.2 National Incident Management Systems (NIMS),  
363 4.2.5.3 State or local emergency operations plans, and  
364 4.2.5.4 Tactical Interoperable Communication Plan (TICP).  
365

### 366 4.3 **General Skills of Telecommunicators**

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

- 369 4.3.1 Multi-task,  
370 4.3.2 Think critically,  
371 4.3.3 Provide effective customer service,  
372 4.3.4 Actively listen,  
373 4.3.5 Make quick workable decisions,  
374 4.3.6 Solve problems,

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

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

- 375 4.3.7 Work effectively with others, and  
376 4.3.8 Accurately communicate effectively both verbally and in writing.  
377  
378 4.3.9 The Telecommunicator shall demonstrate the application of effective  
379 interpersonal communication skills, which include demonstrating the  
380 application of at least the following skills:  
381 4.3.9.1 Active listening,  
382 4.3.9.2 Clear enunciation,  
383 4.3.9.3 The ability to be concise in verbal and written communications,  
384 4.3.9.4 Appropriate use of Agency terminology, codes, and signals,  
385 4.3.9.5 An understanding of plain speech/language techniques,  
386 4.3.9.6 The use of the Agency approved phonetic alphabet,  
387 4.3.9.7 The use of generally accepted customer service skills, and  
388 4.3.9.8 The ability to communicate on a professional level with internal  
389 and external customers.  
390  
391

## 392 **Chapter 5 Tools, Equipment, and Technology**

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### 394 5.1 **Scope**

395 This chapter addresses the need for all Telecommunicators (both new and veteran  
396 workers) to demonstrate proficiency on all appropriate tools, equipment, and  
397 technology they may be expected to operate within the public safety  
398 communications center.  
399

- 400 5.2 The Telecommunicator shall demonstrate the ability to create, access, and update  
401 incident data in accordance with Agency directives.  
402

- 403 5.3 The Telecommunicator shall demonstrate the ability to utilize existing  
404 communication tools, and/or available technologies to meet operational needs in  
405 both normal and back-up modes (i.e., radio intra/interoperability, telephone and/or  
406 electronic relay system patches, local and state resources/networks, etc.) in  
407 accordance with agency policy and procedures, local, state and federal laws.

- 408 5.3.1 The Telecommunicator shall demonstrate the ability to operate Agency  
409 radio systems.  
410

- 411 5.3.2 The Telecommunicator shall demonstrate the ability to operate Agency  
412 computer systems.  
413

- 414 5.3.3 The Telecommunicator shall demonstrate the ability to operate Agency  
415 records management systems.  
416

- 417 5.3.4 The Telecommunicator shall demonstrate the ability to operate Agency  
418 telephone systems (including TTY/TDD).  
419

420 5.4 The Telecommunicator shall demonstrate the ability to maintain Agency  
421 equipment functionality within established parameters.  
422

423 5.5 The Telecommunicator shall demonstrate the ability to activate emergency alert  
424 systems according to agency parameters.  
425

426

## 427 **Chapter 6 Professional Competence**

428

### 429 **6.1 Scope**

430 This chapter identifies those components within Public Safety Communications  
431 that are critical for enhancing the professional competence of all  
432 Telecommunicators (both new and veteran workers). Some of these components  
433 have been outlined within this document while others have been identified as  
434 being necessary for developing, maintaining, and enhancing the knowledge and  
435 skills of Telecommunicators. While the Agency has some responsibility for  
436 supporting and facilitating the development of the Telecommunicator's  
437 professional competence, this chapter places primary accountability on the  
438 Telecommunicator.  
439

### 440 **6.2 General**

441 6.2.1 The Telecommunicator is responsible for their own learning in the course  
442 of training.  
443

444 6.2.2 The Telecommunicator is responsible for asking clarifying questions to  
445 ensure a thorough knowledge and understanding of the curriculum.  
446

447 6.2.3 The Telecommunicator is responsible for providing honest and specific  
448 feedback to trainers regarding learning style preferences or issues that  
449 impact their learning.  
450

451 6.2.4 The Telecommunicator is responsible for providing input to improve or  
452 enhance the curriculum in an effort to ensure current information is taught.  
453

454 6.2.5 The Telecommunicator is responsible for always presenting themselves in  
455 a professional manner, being on time, being prepared and ready to learn  
456 and actively participate in their own learning.  
457

458 6.2.6 The Telecommunicator shall be prepared to meet requirements of the  
459 learning environment or facility.  
460

461 6.3 The Telecommunicator shall demonstrate the ability to meet and/or exceed  
462 performance standards set by the Agency.  
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464 6.3.1 The Telecommunicator shall demonstrate job proficiency in assigned job  
465 tasks.

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510
- 6.3.2 The Telecommunicator shall comply with department, local, state, or federal regulations.
  - 6.3.3 The Telecommunicator shall actively seek and be receptive to feedback and review of their performance, including during the agency's established quality assurance or quality improvement process.
  - 6.3.4 The Telecommunicator shall identify professional goals that can be supported by the Agency.
  - 6.3.5 The Telecommunicator shall take responsibility for their own professional career development by actively seeking developmental opportunities to enhance their job knowledge and skills.
  - 6.3.6 The Telecommunicator shall demonstrate improvement of performance deficiencies.
- 6.4 The Telecommunicator shall demonstrate the ability to operate within all written directives and plans established by the Agency.
- 6.4.1 The Telecommunicator shall remain current and informed of all policies, guidelines, and plans.
  - 6.4.2 The Telecommunicator shall demonstrate the appropriate application of policies, guidelines, or plans.
  - 6.4.3 The Telecommunicator shall recommend updates to policies, guidelines, and plans when appropriate.
- 6.5 The Telecommunicator should demonstrate the ability to utilize networking opportunities when appropriate.
- 6.5.1 The Telecommunicator should take advantage of opportunities to network both within the public safety community and within the community for which they provide service.
  - 6.5.2 The Telecommunicator should recognize networking opportunities presented in concert with training opportunities, professional affiliations, and community outreach.
- 6.6 The Telecommunicator should review professional publications in order to enhance professional competence and remain up-to-date on developments within the profession.

- 511 6.6.1 The Telecommunicator should read professional publications, when  
512 possible, to remain up-to-date on current events affecting the public safety  
513 communications industry.  
514
- 515 6.6.2 The Telecommunicator should have an awareness of professional  
516 publications that identify, regulate or mandate activities associated with  
517 public safety emergency communications.  
518  
519

## 520 **Chapter 7 Public Safety Calltaker**

521

### 522 7.1 **Scope**

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

528 7.2 The Calltaker shall demonstrate the ability to answer calls within Agency  
529 expectations.

530 7.2.1 The Calltaker shall demonstrate the ability to apply procedures to answer  
531 calls within Agency parameters while projecting a professional demeanor.

532 7.2.2 The Calltaker shall demonstrate the ability to obtain, verify, and analyze  
533 incident information to include, location, reporting party contact  
534 information, nature, and severity of the incident while applying effective  
535 communication skills to control the call.

536 7.2.3 The Calltaker shall demonstrate the ability to synthesize all available  
537 information to identify conditions that may affect public and responder  
538 safety.

539 7.2.4 The Calltaker shall demonstrate the ability to ascertain whether the caller  
540 is in an unsafe location and then take appropriate protective actions in  
541 compliance with agency directives.

542 7.3 The Calltaker shall demonstrate the ability to accurately document incident  
543 information including, but not limited to incident urgency details, establish call  
544 priority, and appropriately label call types.

545 7.4 The Calltaker shall demonstrate the ability to manage challenging callers  
546 including, but not limited to communications impaired callers and callers with  
547 limited English language proficiency.

548 7.5 The Calltaker shall verify, document and relay initial dispatch information and  
549 provide updates as necessary to process calls for service.

550 7.5.1 The Calltaker shall provide callers with any agency approved pre-arrival  
551 instructions<sup>14</sup> and inform callers of actions being taken to respond to the  
552 requests for service according to written directives.

553 7.6 The Calltaker shall complete telephone reports, provide appropriate referrals,  
554 transfer and terminate calls or place outgoing calls in accordance with Agency  
555 written directives.  
556

## 557 **Chapter 8 Law Enforcement Dispatcher**

558

### 559 **8.1 Scope**

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

569

570 8.2 The Law Enforcement Dispatcher shall demonstrate the ability to analyze calls for  
571 service and determine the appropriate response action.

572

573 8.2.1 The Law Enforcement Dispatcher shall demonstrate the comprehension of  
574 agency documentation requirements and the ability to create and update  
575 the Computer-Aided Dispatch (CAD) record or incident log and maintain  
576 accurate call narrative or documentation.

577

578 8.2.2 The Law Enforcement Dispatcher shall demonstrate the ability to  
579 determine the nature and priority of incidents and assign available  
580 resources in accordance with written directives.

581

582 8.2.3 The Law Enforcement Dispatcher shall demonstrate proficiency in  
583 tracking and documenting radio activity and unit status within written  
584 directives.

585

586 8.3 The Law Enforcement Dispatcher shall demonstrate proficiency in assigning and  
587 coordinating responders to incidents based on the nature of the incident, the  
588 priority of the incident, available resources, and written directives

---

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

- 589 8.3.1 The Law Enforcement Dispatcher shall demonstrate the ability to  
590 consistently identify, analyze, and relay initial pertinent incident  
591 information to field units as appropriate.
- 592 8.3.2 The Law Enforcement Dispatcher shall demonstrate the ability to obtain  
593 acknowledgement of calls for service from responders as per written  
594 directives.
- 595 8.3.3 The Law Enforcement Dispatcher shall demonstrate the ability to evaluate  
596 information and relay updates to responding units as appropriate.
- 597 8.3.4 The Law Enforcement Dispatcher shall demonstrate the ability to analyze  
598 and disseminate information to additional responders and resources  
599 including, but not limited to Hazmat teams, the Forest Service, Fire and  
600 EMS Units, etc
- 601 8.4 The Law Enforcement Dispatcher shall demonstrate the ability to analyze and  
602 evaluate all available information in order to identify the potential for escalation  
603 of the incident and perform status checks to determine scene and responder safety.  
604
- 605 8.5 The Law Enforcement Dispatcher shall demonstrate the ability to evaluate and  
606 synthesize information, relay updates and broadcast BOLO (Be On the Look-Out)  
607 and attempt to locate information to responders, supervisors, and other resources  
608 as appropriate.  
609
- 610 8.6 The Law Enforcement Dispatcher shall demonstrate the proper application of  
611 Agency notification guidelines to daily operations and special events.  
612
- 613 8.7 The Law Enforcement Dispatcher shall demonstrate the ability to coordinate with  
614 other entities in accordance with written directives.  
615
- 616 8.8 The Law Enforcement Dispatcher shall demonstrate the proper application of  
617 Agency defined mutual or automatic aid procedures.  
618
- 619 8.9 The Law Enforcement Dispatcher shall demonstrate the ability to identify and  
620 relay pertinent shift activities to a relief dispatcher at shift or position change.  
621
- 622 8.10 The Law Enforcement Dispatcher shall demonstrate the ability to coordinate  
623 assigned radio channels and/or talk groups.  
624
- 625 8.11 The Law Enforcement Dispatcher shall demonstrate the ability to monitor and  
626 acknowledge radio traffic in accordance with Agency requirements.  
627
- 628 8.12 The Law Enforcement Dispatcher shall comply with regulations of the Federal  
629 Communications Commission (FCC) that directly apply to public safety radio.  
630

631 8.13 The Law Enforcement Dispatcher shall participate in Agency defined post-  
632 incident activities.

633

634

## 635 **Chapter 9 Fire Service Dispatcher**

### 636 9.1 **Scope**

637 This chapter identifies the minimum training requirements for a  
638 Telecommunicator who serves as a Fire Service Dispatcher (within this chapter  
639 referred to Fire Service Dispatcher). The function of a Fire Service Dispatcher is  
640 to provide dispatch services by analyzing, prioritizing, and processing calls while  
641 maintaining radio contact with responders to ensure safe, efficient, and effective  
642 responses to requests for fire services, in accordance with local, state, and national  
643 standards. A fire service dispatcher may receive calls for service by incoming  
644 telephone calls, CAD incidents, radio traffic, and other developing technologies.

645 9.2 The Fire Service Dispatcher shall demonstrate the ability to analyze calls for  
646 service and determine the appropriate response action.

647

648 9.2.1 The Fire Service Dispatcher shall demonstrate the comprehension of  
649 agency documentation requirements and the ability to create and update  
650 the CAD record or incident log, and maintain accurate call narrative or  
651 documentation.

652

653 9.2.2 The Fire Service Dispatcher shall demonstrate the ability to determine the  
654 nature and priority of incidents and assign available resources in  
655 accordance with Agency written directives.

656

657 9.2.3 The Fire Service Dispatcher shall demonstrate proficiency in tracking and  
658 documenting radio activity and unit status within Agency written  
659 directives.

660 9.3 The Fire Service Dispatcher shall demonstrate proficiency in assigning and  
661 coordinating responders to incidents based on the nature of the incident, the  
662 priority of the incident, available resources, and Agency written directives.

663 9.3.1 The Fire Service Dispatcher shall demonstrate the ability to consistently  
664 identify, analyze, and relay initial pertinent incident information to field  
665 units as appropriate.

666 9.3.2 The Fire Service Dispatcher shall demonstrate the ability to obtain  
667 acknowledgement of calls for service from responders as per written  
668 directives.

669 9.3.3 The Fire Service Dispatcher shall demonstrate the ability to evaluate  
670 information and relay updates to responding units as appropriate.

- 671 9.3.4 The Fire Service Dispatcher shall demonstrate the ability to analyze and  
672 disseminate information to additional responders and resources including,  
673 but not limited to: Hazmat teams, the Forest Service, EMS, Law  
674 Enforcement, etc.
- 675 9.4 The Fire Service Dispatcher shall demonstrate the ability to analyze and evaluate  
676 all available information in order to identify the potential for escalation of the  
677 incident and perform status checks to determine scene and responder safety.
- 678 9.5 The Fire Service Dispatcher shall demonstrate the proper application of Agency  
679 notification guidelines to daily operations and special events.
- 680 9.6 The Fire Service Dispatcher shall demonstrate the ability to coordinate with other  
681 entities in accordance with written directives.
- 682 9.7 The Fire Service Dispatcher shall demonstrate the proper application of Agency  
683 defined mutual aid procedures.
- 684 9.8 The Fire Service Dispatcher shall demonstrate the ability to identify and relay  
685 pertinent shift activities to relief dispatchers at shift or position change.
- 686 9.9 The Fire Service Dispatcher shall demonstrate the ability to coordinate assigned  
687 radio channels and/or talk groups.
- 688 9.10 The Fire Service Dispatcher shall demonstrate the ability to monitor and  
689 acknowledge radio traffic on assigned channels.
- 690 9.11 The Fire Service Dispatcher shall comply with regulations of the Federal  
691 Communications Commission (FCC) that directly apply to public safety radio.
- 692 9.12 The Fire Service Dispatcher shall demonstrate proper application of written  
693 directives for processing alarm signals, tracking alarm activity, resolving alarm  
694 conflicts, maintaining alarm accounts, and generating alarm reports.  
695
- 696 9.13 The Fire Service Dispatcher shall participate in all Agency defined post-incident  
697 activities.

698  
699

## **Chapter 10 Emergency Medical Services Dispatcher**

- 700 10.1 **Scope**  
701 This chapter identifies the minimum training requirements for a  
702 Telecommunicator who serves as an Emergency Medical Services (EMS)  
703 Dispatcher (within this chapter referred to as EMS Dispatcher). The function of  
704 an Emergency Medical Services Dispatcher is to provide dispatch services by  
705 analyzing, prioritizing, and processing calls while maintaining radio contact with  
706 responders to ensure safe, efficient, and effective responses to calls for emergency  
707 medical services, in accordance with local, state, and national standards. An EMS

- 708 Dispatcher may receive calls for service by incoming telephone calls, CAD  
709 incidents, radio traffic, and other developing technologies.
- 710 10.2 The EMS Dispatcher shall demonstrate the ability to analyze calls for service and  
711 determine the appropriate response action.  
712
- 713 10.2.1 The EMS Dispatcher shall demonstrate the comprehension of agency  
714 documentation requirements and the ability to create and update the CAD  
715 record or incident log, maintain accurate call narrative or documentation.  
716
- 717 10.2.2 The EMS Dispatcher shall demonstrate the ability to determine the nature  
718 and priority of incidents and assign available resources in accordance with  
719 Agency written directives.  
720
- 721 10.2.3 The EMS Dispatcher shall demonstrate proficiency in tracking and  
722 documenting radio activity and unit status within written directives
- 723 10.3 The EMS Dispatcher shall demonstrate proficiency in assigning and coordinating  
724 responders to incidents based on the nature of the incident, the priority of the  
725 incident, available resources, and Agency written directives.
- 726 10.3.1 The EMS Dispatcher shall demonstrate the ability to consistently identify,  
727 analyze, and relay initial pertinent incident information to field units as  
728 appropriate.
- 729 10.3.2 The EMS Dispatcher shall demonstrate the ability to obtain  
730 acknowledgement of calls for service from responders as per written  
731 directives.
- 732 10.3.3 The EMS Dispatcher shall demonstrate the ability to evaluate information  
733 and relay updates to responding units as appropriate.
- 734 10.3.4 The EMS Dispatcher shall demonstrate the ability to analyze and  
735 disseminate information to additional responders and resources including,  
736 but not limited to Hazmat teams, the Forest Service, Fire Services, Law  
737 Enforcement, etc.
- 738 10.3.5 The EMS Dispatcher shall apply agency procedures for monitoring and  
739 documenting hospital diversion status and emergency facility availability.
- 740 10.4 The EMS Dispatcher shall demonstrate the ability to analyze and evaluate all  
741 available information in order to identify the potential for escalation of the  
742 incident and perform status checks to determine scene and responder safety.
- 743 10.5 The EMS Dispatcher shall demonstrate the proper application of Agency  
744 notification guidelines to daily operations and special events.

- 745 10.6 The EMS Dispatcher shall demonstrate the ability to coordinate with other entities  
746 in accordance with written directives.
- 747 10.7 The EMS Dispatcher shall demonstrate the proper application of Agency defined  
748 mutual aid procedures.
- 749 10.8 The EMS Dispatcher shall demonstrate the ability to identify and relay pertinent  
750 shift activities to relief dispatchers at shift or position change.
- 751 10.9 The EMS Dispatcher shall demonstrate the ability to coordinate assigned radio  
752 channels and/or talk groups.
- 753 10.10 The EMS Dispatcher shall demonstrate the ability to acknowledge and monitor  
754 radio traffic on assigned channels.  
755
- 756 10.11 The EMS Dispatcher shall comply with regulations of the Federal  
757 Communications Commission (FCC) that directly apply to public safety radio.  
758
- 759 10.12 The EMS Dispatcher shall participate in all Agency defined post-incident  
760 activities.  
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**Calltaker Occupational Analysis Initial Panel - Washington State**

**Hosting Agency:**

Washington State Criminal Justice Training Commission

Telecommunicator Program Office  
Burien, WA

**Facilitators:**

Cory Ahrens, WSCJTC  
Burien, WA

Cleo Subido, King County EMS  
Seattle, WA

Jodi Basim, SNOCOM  
Mountlake Terrace, WA

**Panelists:**

Traci Chaney  
Yakima Public Safety Communications  
Yakima, WA

Shelle Goforth  
Spokane County 9-1-1  
Spokane, WA

LouAnn Lagreid  
King County Sheriff's Office  
Seattle, WA

Kelly McClure  
SNOCOM  
Mountlake Terrace, WA

Jennifer Rodgers  
CAPCOM  
Olympia, WA

Olivia Simmons  
Valley Communications  
Kent, WA

Cindy St. Pierre  
Multi-Agency Communications Center (MACC)  
Moses Lake, WA

Priscilla Ziese  
Grays Harbor 9-1-1  
Aberdeen, WA

**Calltaker Occupational Analysis Validation Panel – Connecticut**

**Hosting Agency:**

Waterford Emergency Communications Center  
Waterford, CT

**Facilitator:**

Laurie J. Lewis (Facilitator) and  
Jodie E. Strohl (Scribe)  
Waterford Emergency Communications Center  
Waterford, CT

**Panelists:**

Vincent E. DeMaio  
New Canaan Police Department  
New Canaan, CT

Thomas R. Lucas  
Clinton Police Department  
Clinton, CT

Martin Diamond  
Norwalk 9-1-1  
Norwalk, CT

Deborah Renee Main  
Groton Emergency Communications Center  
Groton, CT

John T. Rehberg  
Valley Shore Emergency Communications  
Westbrook, CT

James G. Shake Jr.  
East Lyme Communications/Old Saybrook  
Police Department  
Old Saybrook, CT

Michael Thompson  
Tolland County Mutual Aid  
Tolland, CT

### Calltaker Occupational Analysis Validation Panel - Texas

**Hosting Agency:**

North Central Texas Council of Governments  
9-1-1 Program  
Arlington, TX

**Facilitators:**

Dan Morelos  
Tucson Airport Authority  
Tucson, AZ

Sherry Decker  
North Central Texas Council of Governments  
Arlington, TX

**Panelists:**

Atinae Meredith  
Pantego Police Department  
Pantego, TX

Tina Everett  
Corsicana Police Department  
Corsicana, TX

Tammy Payne  
Weatherford Police Department  
Weatherford, TX

Rachel Fuller  
Corsicana Police Department  
Corsicana, TX

Carissa Kataru  
North Richland Hills Police Department  
North Richland Hills, TX

Naomi Granado  
Dallas Police Department  
Dallas, TX

Betty Wafer  
Dallas Police Department  
Dallas, TX

Joycelyn Lawson  
North Texas Tollway Authority  
Plano, TX

Annie Wood  
Irving Police Department  
Irving, TX

Denise Martelle  
DFW Airport DPS  
DFW Airport, TX

### Calltaker Occupational Analysis Validation Panel – North Carolina

**Hosting Agency:**

Raleigh-Wake 911 Center  
Raleigh, NC

**Facilitators:**

Angie Schulz  
Raleigh-Wake ECC  
Raleigh, NC

Christy Shearin  
Franklin County ECC  
Louisburg, NC

**Panelists:**

Heather Fletcher  
Raleigh-Wake ECC  
Raleigh, NC

Amanda Davis  
Raleigh-Wake ECC  
Raleigh, NC

Linda Spurgeon  
Wilson County Emergency Communications  
Wilson, NC

Nichole Simpkins  
Johnston County 9-1-1  
Smithfield, NC

John Jeffrey Jackson  
Wilson County Emergency Communications  
Wilson, NC

Victoria Raynor  
Johnston County 9-1-1  
Smithfield, NC

### **Fire Dispatcher Occupational Analysis Initial Panel - Georgia**

**Hosting Agency:**

Georgia Public Safety Training Center  
Instructional Services Division  
Forsyth, GA

**Facilitators:**

Angela Bowen  
Georgia Public Safety Training Center  
Forsyth, GA

Diana Linder  
Georgia Public Safety Training Center  
Forsyth, GA

Barry Murner  
Georgia Public Safety Training Center  
Forsyth, GA

**Panelists:**

Cyndi Hankins  
Clayton County Police Dept. Communications  
Jonesboro, GA

Roseanne McCoy  
Paulding County E9-1-1 Communications Center  
Dallas, GA

Consuela Jackson  
Macon Police Dept  
Watkinsville, GA

Chad Stewart  
Decatur-Grady 9-1-1  
Bainbridge, GA

Chadd Knight  
Oconee County 9-1-1  
Watkinsville, GA

### **Fire Dispatcher Occupational Analysis Validation Panel – Utah/Wyoming**

**Hosting Agency:**

Salt Lake City Fire Department  
Salt Lake City, UT

**Facilitator:**

Debra Peterson  
Salt Lake City Fire Department  
Salt Lake City, UT

**Panelists:**

Chris Lamb  
Uinta County Sheriff  
Lyman, WY

Jody Lloyd  
Richfield Communications  
Richfield, UT

Randi Gamble  
Tooele County Sheriff  
Tooele, UT

Nannette Bush  
Valley Emergency Communications  
West Valley, UT

Heidi Johansen  
Utah County Sheriff  
Spanish Fork, UT

Cheri Pickett  
Bountiful Police Department  
Bountiful, UT

Sue Smith  
Weber Area Communications  
Ogden, UT

Paul Runnoe  
Salt Lake City Fire Department  
Salt Lake City, UT

### **Fire Dispatcher Occupational Analysis Validation Panel - Florida**

**Hosting Agency:**  
Miami Dade Fire Rescue  
Doral, FL

**Facilitators:**  
Amanda Byrd  
APCO International  
Daytona Beach, FL

Natalie Duran  
Miami-Dade Fire Rescue  
Doral, FL

Lisa Figueredo  
Miami Dade Fire Rescue  
Miami, FL

**Panelists:**

Debbie Pando  
Marion County Public Safety Communications  
Ocala, FL

Milady Isabel Arias  
Naples Police & Fire Dept  
Naples, FL

Cindy O'Reilly  
Miami Dade Fire Rescue  
Miami, FL

Christina Silva  
Miami Beach Communications  
Miami, FL

Wendy O'Berry  
Broward Sheriff's Office  
Fort Lauderdale, FL

### **Fire Dispatcher Occupational Analysis Validation Panel - Illinois**

**Hosting Agency:**  
DU-COMM  
Glendale Heights, IL

**Facilitator:**  
Marie Smit  
DU-COMM  
Glendale Heights, IL

Robin Elste  
Norcomm Public Safety Communications  
Franklin Park, IL

**Panelists:**

Jason Murr  
Naperville Dispatch  
Naperville, IL

Dorie Lopez  
Northwest Central Dispatch  
Arlington Heights, IL

Erich Sommer  
WESCOM  
Plainfield, IL

Tammy Krzeminski  
Downers Grove PSAP  
Downers Grove, IL

Sarah White  
Southwest Central Dispatch  
Palos Heights, IL

Laura Skala  
Oak Lawn Emergency Communications  
Oak Lawn, IL

Diana Dobson  
Roselle Dispatch  
Roselle, IL

Dawn Kowalczyk  
North Suburban Dispatch  
Des Plaines, IL

Dawn Torracco  
Bloomington Fire District  
Bloomington, IL

## Law Enforcement Dispatcher Occupational Analysis Initial Panel – Missouri/Kansas

**Hosting Agency:**

Cass County Missouri  
9-1-1 Department  
Harrisonville, MO

**Facilitator:**

Robin Tieman  
Cass County  
Harrisonville, MO

**Panelists:**

Melissa D. Bissey  
Shawnee Kansas Police Department  
Shawnee, KS

Elizabeth A. Hoon  
Lee's Summit Missouri Police Department  
Lees Summit, MO

Marcie S. Cade  
KCMO PD  
Kansas City, MO

Sarah C. Reed  
Leawood Kansas Police Department  
Leawood, KS

Ryan J. Ford  
Lenexa Kansas Police Department  
Lenexa, KS

James D. Shrewsbury  
Cass County Missouri Sheriff's Office  
Harrisonville, MO

Christy M. Zeeff  
Overland Park Kansas Police Department  
Overland Park, KS

## Law Enforcement Dispatcher Occupational Analysis Validation Panel - Arizona

**Hosting Agency:**

Tempe Police Department Communications  
Tempe, AZ

**Facilitator:**

Daniel A. Morelos  
Tucson Airport Authority  
Tucson, AZ

**Panelists:**

Katie Callan  
Pima County Sheriff's Department  
Tucson, AZ

Sarah Owens  
Pinal County Sheriff's Department  
Florence, AZ

Sandy Hawkins  
Pima County Sheriff's Department  
Tucson, AZ

Anna Churan & Dell Webb  
Tempe Police Department  
Tempe, AZ

Tammi Zufall  
Phoenix Police Department  
Phoenix, AZ

Patricia Spencer  
Marana Police Department  
Marana, AZ

Barbara Cassidy  
Phoenix Police Department  
Phoenix, AZ

Roxanne Cosillos  
Casa Grande Department  
Casa Grande, AZ

Vanessa Capanear  
Tucson Police Department  
Tucson, AZ

Joe Rodriguez  
Eloy Police Department  
Eloy, AZ

## Law Enforcement Dispatcher Occupational Analysis Validation Panel - Florida

### Hosting Agency:

APCO International Headquarters  
Daytona Beach, FL

### Facilitators:

Amanda Byrd (Facilitator) &  
Kathy Lawrence (Scribe)  
APCO International  
Daytona Beach, FL

### Panelists:

Cheryl Pelletier  
Brevard County Sheriff's Office  
Titusville, FL

Heather Snyder  
Cocoa Police Department  
Cocoa, FL

Christine Wade  
Orange County Sheriff's Office  
Orlando, FL

Tina Crane  
Volusia County Sheriff's Office  
Daytona Beach, FL

Shelley Wright  
Indian River County Sheriff's Office  
Vero Beach, FL

Blair Green  
Tampa Police Department  
Tampa, FL

Kelly Fluty  
Melbourne Police Dept  
Melbourne, FL

Genice Caccavale  
Flagler County Sheriff's Department  
Bunnell, FL

## Law Enforcement Dispatcher Occupational Analysis Validation Panel – New York

### Hosting Agency:

Onondaga County Department of Emergency  
Communications  
Syracuse, NY

### Facilitator:

April J. Smith, RPL  
Onondaga County Department of Emergency  
Communications  
Syracuse, NY

### Panelists:

James N. Wagner  
Cortland County 911  
Cortland, NY

Adam R. Mahnke  
Cornell University Police  
Ithaca, NY

Patricia L. Mensler  
Dutchess County Department of Emergency  
Response  
Poughkeepsie, NY

Wendy J. Geroux  
Oswego County 911  
Oswego, NY

Gail M. Sovie  
Jefferson County 911  
Watertown, NY

**Emergency Medical Services (EMS) Dispatcher Occupational Analysis Initial Panel – Missouri**

**Hosting Agency:**

Cass County Missouri  
9-1-1 Department  
Harrisonville, Missouri

**Facilitator:**

Robin Tieman  
Cass County  
Harrisonville, Missouri

**Panelists:**

Starlith M. Adams  
Belton Police Department  
Belton, Missouri

Angela L. Brown  
MAST Ambulance  
Kansas City, Missouri

Pamela J. Franse  
Harrisonville Missouri Police Department  
Harrisonville, Missouri

Charles Worth Hunsinger  
Johnson County Kansas Emergency  
Communications Center  
Mission, Kansas

Toby G. Hurst  
American Medical Response  
Independence, Missouri

Carrie L. Rhoades  
Central Jackson County Fire Protection District  
Blue Springs, Missouri

Jamie D. Taylor  
Lee's Summit Missouri Fire Department  
Lee's Summit, Missouri

**EMS Dispatcher Occupational Analysis Validation Panel – Florida**

**Hosting Agency:**

APCO International Headquarters  
Daytona Beach, Florida

**Facilitator:**

Amanda Byrd  
APCO International  
Daytona Beach, Florida

**Panelists:**

Cindy Flaskerud  
Martin County Fire Rescue  
Stuart, Florida

Jennifer Garrison  
Orlando Fire Department  
Orlando, Florida

Beverly Griffith  
Naples Police & Fire  
Naples, Florida

Alisha Kuleski  
Putnam County Sheriff's Office  
Palatka, Florida

Deborah Lampkin  
Alachua County Sheriff's Office  
Gainesville, Florida

David Metcalf  
Whitfield Emergency Services  
Dalton, Georgia

Ed Parrish  
Volusia County Sheriff's Office  
Daytona Beach, Florida

**EMS Dispatcher Occupational Analysis Validation Panel – Utah**

**Hosting Agency:**

Salt Lake City Fire Dept  
Salt Lake City, Utah

**Facilitator:**

Debby Peterson  
Salt Lake City Fire Dept.  
Salt Lake City, Utah

**Panelists:**

Chris Eckersley  
Weber Dispatch  
Ogden, UT

Kilee Johnson  
Salt Lake Valley Emergency Comm. Center  
Salt lake City, Utah

Jennifer Swenson  
Utah Valley Dispatch  
Spanish Fork, Utah

Randi Gamble  
Tooele County Sheriff  
Tooele, Utah

Stephanie Richards  
Richfield Communications Center  
UT Dept of Public Safety  
Richfield, Utah

Jennifer Levie  
Salt Lake City Fire  
Salt Lake City, Utah

Mo Reyna  
Clearfield City Police Dept  
Clearfield, Utah

**EMS Dispatcher Occupational Analysis Validation Panel – Illinois**

**Hosting Agency:**

DU-COMM  
Glendale Heights, Illinois

**Facilitator:**

Marie Smit  
DU-COMM  
Glendale Heights, Illinois

**Panelists:**

Diana Dobson  
DU-COMM  
Glendale Heights, IL

Tom Woulfe  
Norcomm  
Franklin Park, IL

Kathy Miller  
DU-COMM  
Glendale Heights, IL

Susan Dawson  
Superior Ambulance  
Vernon Hills, IL