

Certification and Standards Process Compliance

Determine Scope of Issue

The General Assembly of North Carolina in Session Law 2019 – 200 adopted House Bill 217 that required the Public Safety Answering Points (PSAP's) to (a) develop policies and procedures for implementing an Emergency Medical Dispatch program approved by the Office of Emergency Medical Services, and (b) required a minimum of 40 hours in a nationally recognized training course for 911 telecommunicators or a basic telecommunicator course offered by the North Carolina Sheriff's Education and Training Standards Commission within one year of the date of their employment for any person beginning employment after July 1, 2019.

The Education Committee is developing minimum certification standards with regard to baseline telecommunicator training for those agencies that do not already use a nationally approved and recognized course. That work is almost complete, however will need to go back to Education Committee for approval and then to the 911 Board for adoption.

Clear Statement of Issue

The Education and Standards Committees have established an Ad Hoc Committee to develop a process that ensures Public Safety Answering Points (PSAP) are following established standards for education and certification as set forth in House Bill 217 and 911 Board Policy.

Ad Hoc Committee Members

Buddy Martinette, Rick Thomas, Grayson Gusa, Christy Shearin, Christine Moore, and Greg Foster.

Timeline for Completion

June 1, 2020

Key Decision Maker

Education Committee
Standards Committee

Needs and Expectations of Decision Maker(s)

The decision makers will provide guidance and recommendations to the Ad Hoc committee so a process can be established and implemented. The Ad Hoc committee, based on these recommendations, will provide a process to the Education and Standards Committees so these respective committees can make a motion to the full board.

Key Stakeholders

911 Board
Education Committee
Standards Committee
APCO
NENA
PSAP Directors

Sheriffs and Police Chief's Associations
NC Association of Rescue and EMS
NC Firefighter's Association
NC Emergency Management
NC Justice Academy

Data Collection

Laws and Policy

General Assembly of North Carolina / Session Law 2019 – 200 / House Bill 217

Section 7. (f) Compliance. - A PSAP, or governing entity of a PSAP, must comply with all the following in order to receive a distribution under this section:

(4a) On or before July 1, 2019, each primary PSAP dispatching emergency medical services shall develop policies and procedures for implementing an Emergency Medical Dispatch program approved by the Office of Emergency Medical Services. Emergency medical dispatch instructions must be offered by a telecommunicator who has completed an emergency medical dispatch course approved by the Office of Emergency Medical Services.

(5b) Persons employed a telecommunicators who are not required to be certified by the North Carolina' Sheriff's Education and Training Standards Commission shall successfully complete: (a) A minimum of 40 hours in a nationally recognized training course for 911 telecommunicators or a basic telecommunicator course offered by the North Carolina' Sheriff's Education and Training Standards Commission within one year of the date of their employment for any person beginning employment after July 1, 2019, or substantially similar minimum training acceptable to the telecommunicators employer: and (b) A nationally recognized emergency medical dispatch course or an Emergency Medical Dispatch course approved by the Office of Emergency Medical Services not later than July 1, 2020, or if employed subsequent to July 1, 2020, within six months of the date of employment.

(6) A primary PSAP must comply with the rules, policies, procedures, and operating standards for primary PSAPs adopted by the 911 Board.

Subchapter 06C – 911 Board - 09 NCAC 06C.0216 – Assessing PSAP Operations

- (a) The Board shall conduct annual reviews of PSAP operations to determine whether a PSAP meets the requirements of Section .0200 of these Rules. Reviews shall be conducted by at least two persons selected by the Board based on each person's knowledge and experience of 911 systems and PSAP operations.

Current Training /Certification Standards

There are several options for tele-communicator training /certification standards. These options are as follows:

Sheriff's Law Enforcement Standards - The North Carolina Sheriffs' Education and Training Standards Commission is responsible for the certification of all justice officers, including deputy sheriffs, detention officers and telecommunicators, who are employed in the 100 Sheriffs' Offices in this state pursuant to N.C.G.S. 17E. This course is 47 hours in length.

APCO Basic Telecommunicator Certification - The basic Public Safety Telecommunicator, 7th Edition training course meets or exceeds American National Standards as contained in the ANSI approved Minimum Training Standard for Public Safety Telecommunicators (APCO ANS 3.103.2.2015). This course is 40 hours in length.

PowerPhone - Certification courses are only available to those who have the PowerPhone Total Response call handling solution. This course is 40 hours in length.

IAED - The ETC program is designed and produced by the National Academies of Emergency Dispatch (NAED). The course (40 hours minimum) is designed to train new employees unfamiliar with emergency communication centers, emergency telecommunication technology, interpersonal communication, legal issues, and job stress factors. This course is 40 hours in length.

Authority Having Jurisdiction Course – The 911 Board Education Committee is developing standards that will meet the requirements for telecommunicator training in North Carolina. The length of the course is yet to be determined by the Education Committee.

Start of Committee Work

Key Stakeholder Input

How does the issue impact key stakeholders?

Develop and Access Options

- Determine alternatives
- Develop cost options
- Consider budget impacts
- Identify policy impacts
- Consider non-cost impacts
- Consider public relations and marketing impact

Recommendation

- What recommendation is the most beneficial?
- Seek consensus of stakeholders
- What might get in the way of success implementation and how can we get past it?
- When will we take this step?
- Are there unresolved conflicts?

Outcome

When the issue is resolved what will the ideal outcome look like?

When the issue is resolved what difference will it make?
When the issue is resolved what results will others enjoy?
When the issue is resolved what results will the 911 enjoy?

Determine Future Implications

If nothing changes what is likely to happen?
What's at stake for others relative to the situation?
What's at stake for the PSAP's?

Follow-up Actions

During this effort we have identified steps to take that should resolve the issue.

What other actions might be necessary to implement the recommendation?

Action: