

Primary PSAP and Training Seat Count Policy

G.S. 143B-1406 requires distributions to Primary PSAPs on a monthly basis to fund eligible operations and expenses of such operations. PSAP staffing, and work duty assignments, are determined by local governments. It is the policy of the 911 Board to provide funding to Primary PSAPs for achieving call taking metrics established by applicable rules and standards. Primary PSAPs may, from time to time, need to increase the number of personnel assigned, the number of call taking positions, or other changes impacting positions within the Primary PSAP. It is the policy of the 911 Board to enable necessary changes by allocating funds as permitted by law for such necessary position changes.

For the purposes of this Policy, a “position” refers to the workstation and other associated workspace attributes, and shall include telephone, CAD, radio, and mapping components for 911 call taking as defined in G.S. 143B-1400.

A Primary PSAP may request funding associated with changes in the number of positions. Factors for consideration of such requests include:

- a) demonstration of staffing needs and the PSAP’s analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.);
- b) comparison of similar PSAPs’ staffing, operations, levels of service;
- c) the Board shall only consider 911 call taking duties when determining the request for additional positions; and
- d) PSAPs must demonstrate that staffing changes are necessary to meet Board Rule 09 NCAC 06C.0209(a), which requires answering 90% of calls within ten seconds or less.

The PSAP must submit a request for additional position(s) by October 1. If the Board grants the request, the additional position(s) will be funded at the start of the next fiscal year, beginning July 1.

Training Seats:

A “training seat” refers to the workstation and other associated workspace attributes at a designated space within the PSAP that meets the definition of a “position” in this Policy, with the addition of a formal approved training program.

Each Board-approved training seat must be used for initial and ongoing training of telecommunicators for the processing of 911 calls only.

The training seat(s) may not be used to seek an increased seat count for the Primary or Backup PSAP.

Training Seat Policy:

The use of ETSF will be allowed for the eligible components of training seats. To be eligible for approval, the Primary PSAP must meet the following:

1. The training seat(s) must have a designated and separate space within the Primary or Backup PSAP. This must be a space specifically designated only for the training of telecommunicators for the processing of 911 calls. Space within any office or other utilized area is not sufficient.
2. The Primary PSAP must have an agency-approved program (approved at the PSAP Director level or above) that offers both structured academic and on-the-job curriculum that encompasses new hires and ongoing training.
3. The requested number of training seats shall be no less than one (1) seat and not exceed 25% of the PSAPs Board approved seat count at the Primary PSAP.
4. The seat(s) may be utilized by another PSAP for continuity of service or backup capabilities and shall require an agreement between the PSAPs expressly for this purpose.

To Request Training Seat(s):

To request a training seat(s), the PSAP Director shall provide the following in a written document, with supporting attachments, to the assigned Regional Coordinator by October 1:

1. Copy or reference to an approved training program to include agency training requirements for new hires and ongoing training.
2. Ratio of training staff (CTO, in-house instructor, training coordinator) to students.
3. Current number of 911 Board approved seats in the Primary PSAP.
4. Current number of 911 Board approved training seats at the Primary and Backup PSAP.
5. Number of training seats being requested.
6. Statement or narrative that includes information about the location of and access to the training seat(s).
7. Agreement(s) outlining the use of the training seat(s) by any other PSAP(s) for continuity of service or backup capabilities if applicable.

If the Board grants the request, the training seat will be funded at the start of the next fiscal year, beginning July 1.

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