

State of 911

Webinar Series

NATIONAL 911 PROGRAM

November 9, 2021

State of 911 Webinar Series

- Designed to provide useful information about federal and state participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are typically held every other month and include presentations from a federal-level 911 stakeholder and state-level 911 stakeholder, each followed by a 10-minute Q&A period
- For closed captioning, please copy and paste the URL link in the chat window to an additional web browser
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit 911.gov
- Feedback or questions can be sent to:
National911Team@missioncriticalpartners.com

Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

32

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

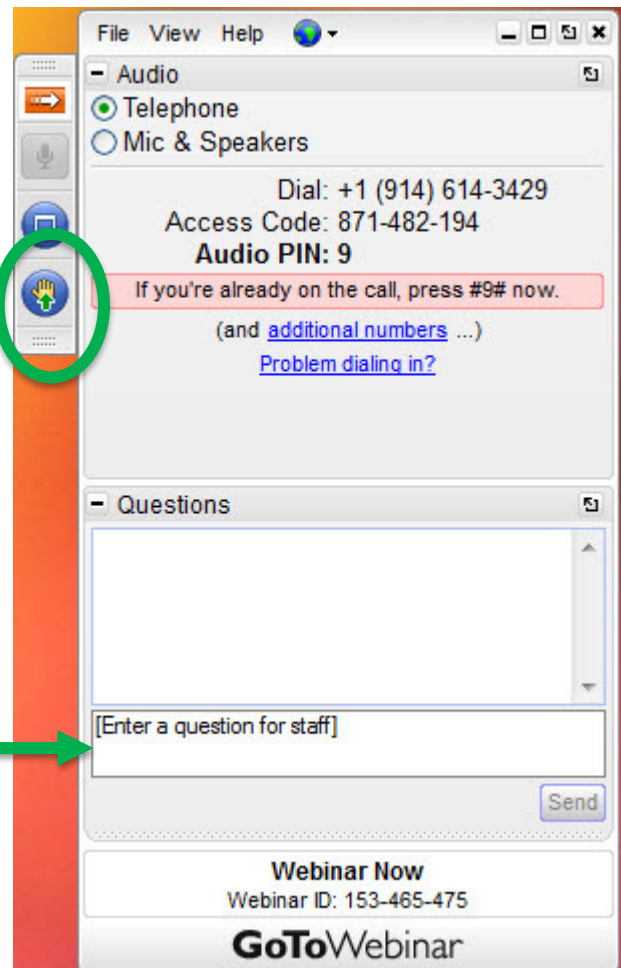
Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community.

Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.

Questions

Click on “Raise Hand,” and your phone line will be unmuted.



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Public Safety Telecommunicator Job Reclassification Toolkit & Resources

Agenda

- ✓ Background
- ✓ Current Initiatives
- ✓ Toolkit & Resources
- ✓ Next Steps

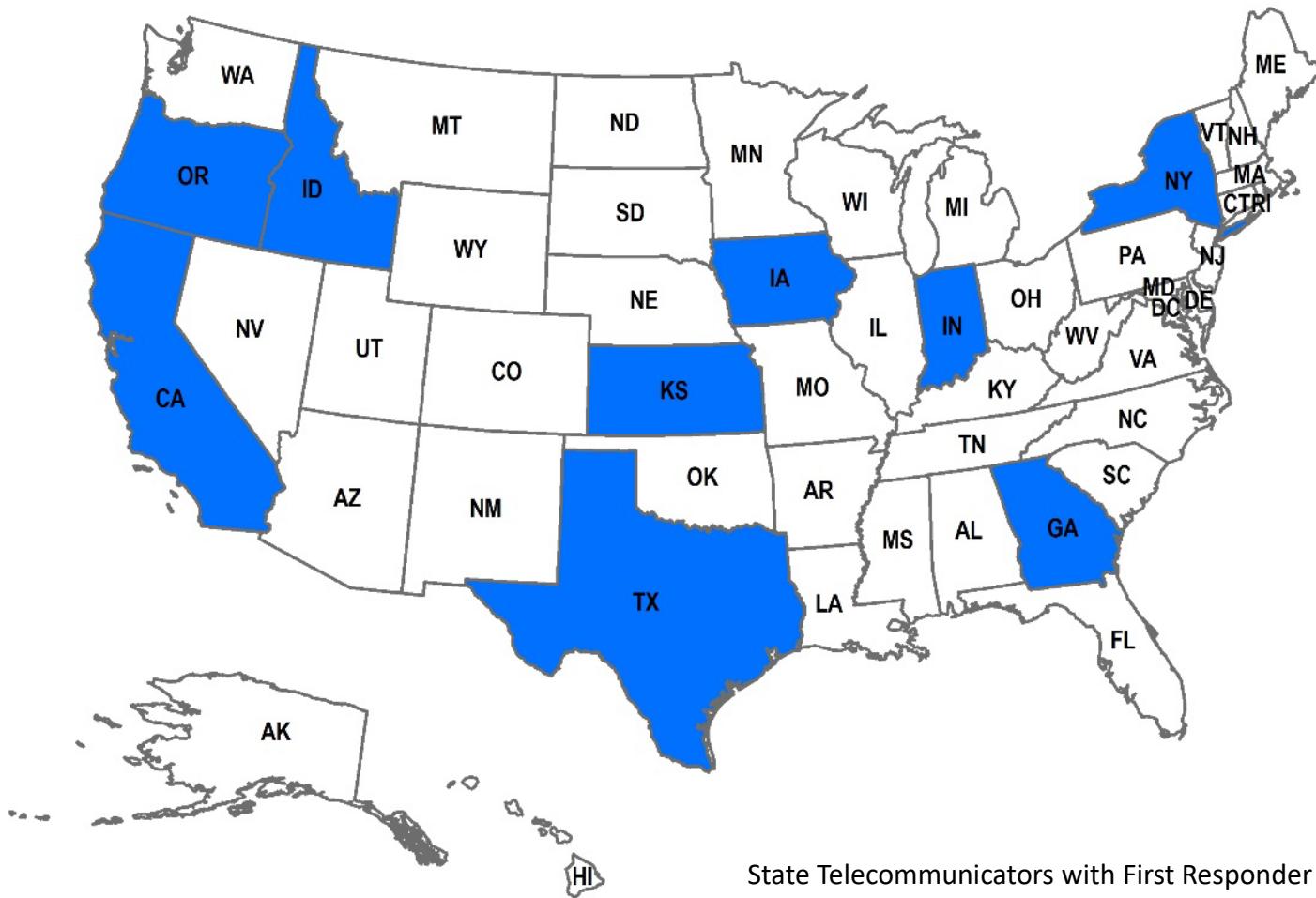


Project Background

- Bureau of Labor Statistics (BLS) job classification efforts
 - Current job classification of Public Safety Telecommunicators (PSTs)
 - Previous efforts
- Data-driven decision making



Current Initiatives



State Telecommunicators with First Responder Classification

Reclassification Toolkit Overview

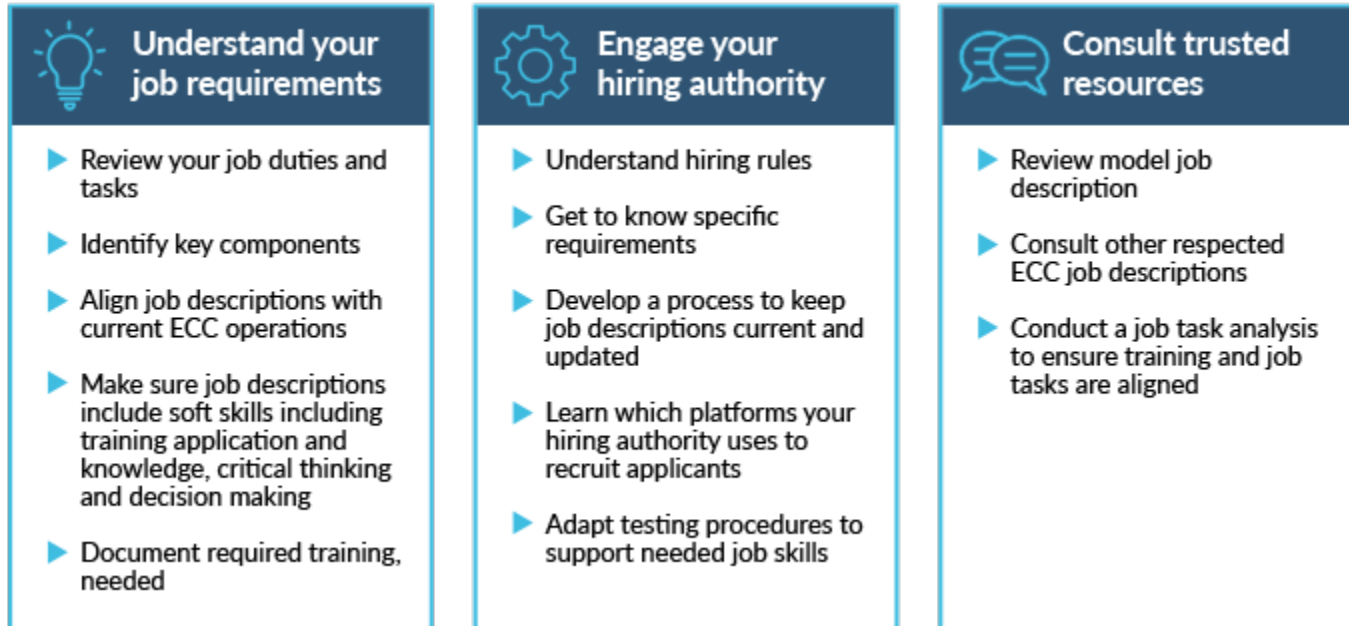
Part 1: Guidelines for Developing a PST Job Description

Part 2: Guidelines for Establishing and Expanding a PST Training Program

Part 3: Guidelines for the Operational Integration of Technology and Tools

Part 4: Guidelines for Developing a Legislative Strategy for Reclassification

Part 1: Developing a PST Job Description



Part 2: Establishing and Expanding a PST Training Program



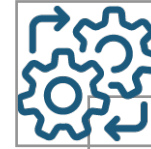
Understand your training needs

- Review and update your job descriptions
- Get to know specific job requirements
- Identify which certifications a PST must obtain in your jurisdiction
- Conduct a self-assessment and identify any fiscal impacts



Engage your training SMEs

- Identify learning objectives
- Align your training program with ECC operations
- Implement evaluation methods



Seek advice from other ECCs

- Be creative, make your training program relative to the adult learner
- Design instructional methods appropriate for different generational learners
- Review neighboring jurisdictions' training programs

Part 3: Operational Integration of Technology and Tools

12

Understand your current written directives

- Get to know specific requirements (federal and state laws, regulations, and standards)
- Meet with public safety stakeholders (e.g., law enforcement, fire, emergency medical services [EMS], emergency management) to understand their needs
- Conduct a self-assessment

Engage your operational subject-matter experts

- Identify gaps in policies and/or procedures
- Align your written directives with ECC operations
- Incorporate the tools and technology your ECC uses into your written directives
- Compare your written directives to your training program

Seek advice from other ECCs

- Review neighboring jurisdictions' written directives
- Consider applying for accreditation

Review often and make changes

- Review written directives regularly
- Develop a process to keep written directives updated
- Make changes as often as necessary to ensure accuracy

Part 4: Developing a Legislative Strategy for Reclassification

Understand your goals and communications plan

- Clearly document your goals
- Determine possible legislative contacts
- Identify roadblocks
- Recruit champions for the cause
- Create clear and concise talking points
- Involve and create working groups from 911 stakeholders in your state

Help local decision-makers understand 911

- Show what your center is doing in the community
- Demonstrate the technology
- Include statistics on the mental and physical strain of the position

Create a media plan

- Create talking points to keep your message consistent and focused
- Conduct outreach to large and small media markets
- Learn how social media works; create engagement with hashtags and tagging
- Direct local PSAPs to contact local news organizations to create a local connection to legislation
- Showcase positive 911 stories

Learn the legislative process

- Learn the process to write a bill in your state
- Research bills in other states
- Consider hiring a lobbyist
- Connect with legislators
- Gain support by writing to representatives
- Provide statistics related to the mental and physical strain of the position

Documents & Tools

https://www.911.gov/documents_tools.html

Search

Documents & Tools


Home / Documents & Tools [What's This?](#)

To review the featured documents and tools, first select a category. Then, you can view the resources and their descriptions, and download them for later use.

Search Documents & Tools 221 results


2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials September 30, 2015

In 2014, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) released the National Emergency Communications Plan (NECP) with the emphasis on enhancing decision-making, coordination, and planning for emergency communications through strong governance structures. The 2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials (Governance Guide) was developed to address Goal One in the NECP, governance and leadership.

 | Governance | Policy/Procedures


49 CFR 18.24 December 15, 2009

FCC rules on optimizing the delivery and processing of enhanced wireless Phase II features and functions to PSAPs

 | Technical | Networks

911 and Emergency Management Best Practices for Coordination and Collaboration July 31, 2015

This document has been developed to address the growing need for 911 and emergency management agencies to improve their ability to collaborate and cooperate before, during, and after disasters or widespread emergencies.

 | Governance | Planning

Sort By

Title

Categories

- All
- Governance
- Historical Documents
- Management
- National 911 Program
- Operations
- Standards and Best Practices
- Technical

Have a resource you'd like to share with the community?

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Next Steps

- Take Action
- Share with Others
- Ask Questions
- Submit Resources



Thank you!

For additional information contact:

- Kate Elkins, National 911 Program

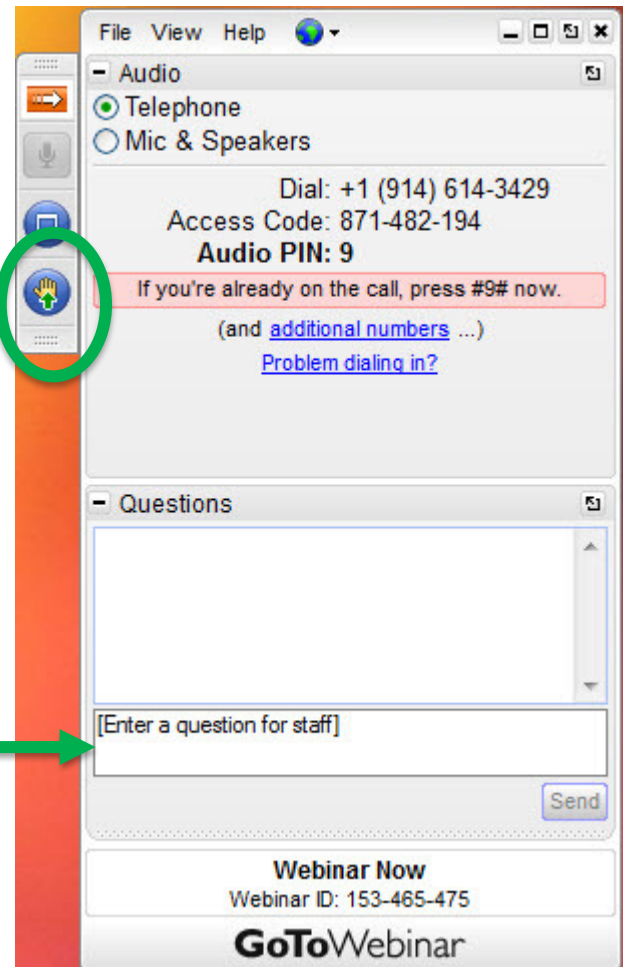
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- Molly Falls, Mission Critical Partners

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Q & A Period

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911 Directors Academy

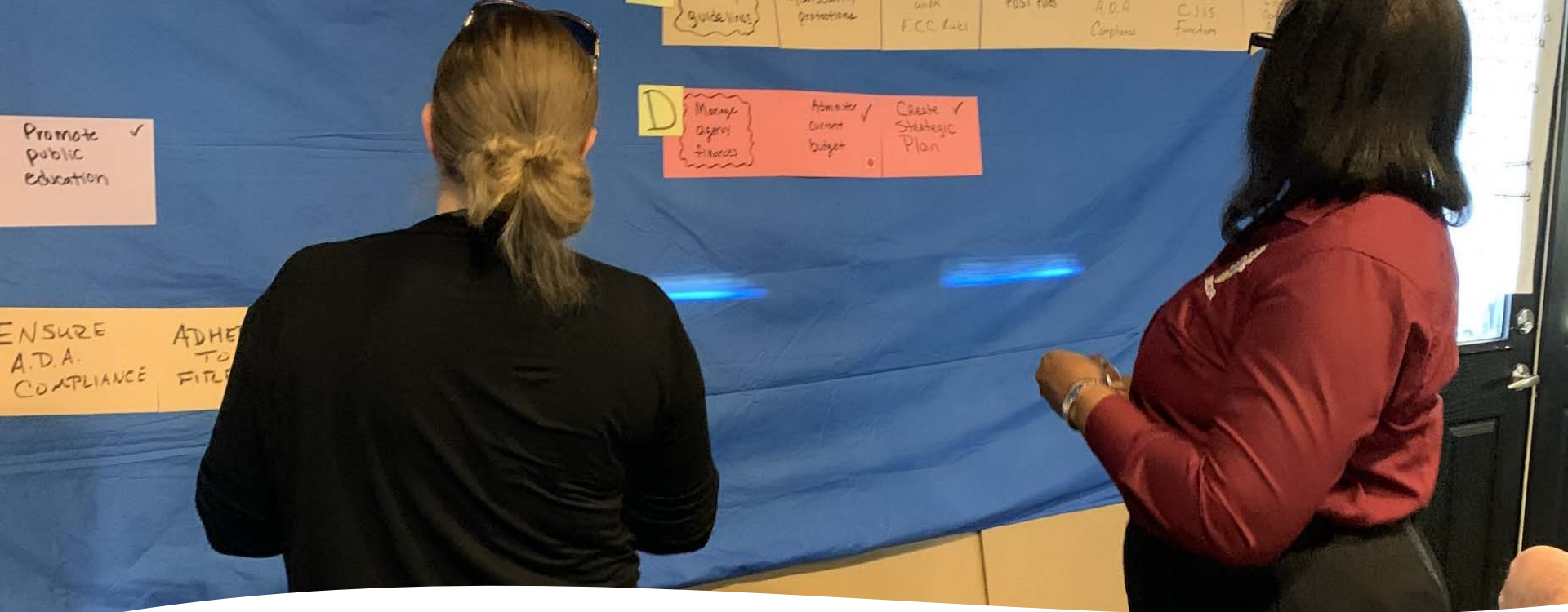




911 Directors Academy

- Anticipated to be a minimum of 40 hours.
- Pilot offering possibly scheduled for April 26-30 or May 24-28.
- Anticipate 2nd offering in July.

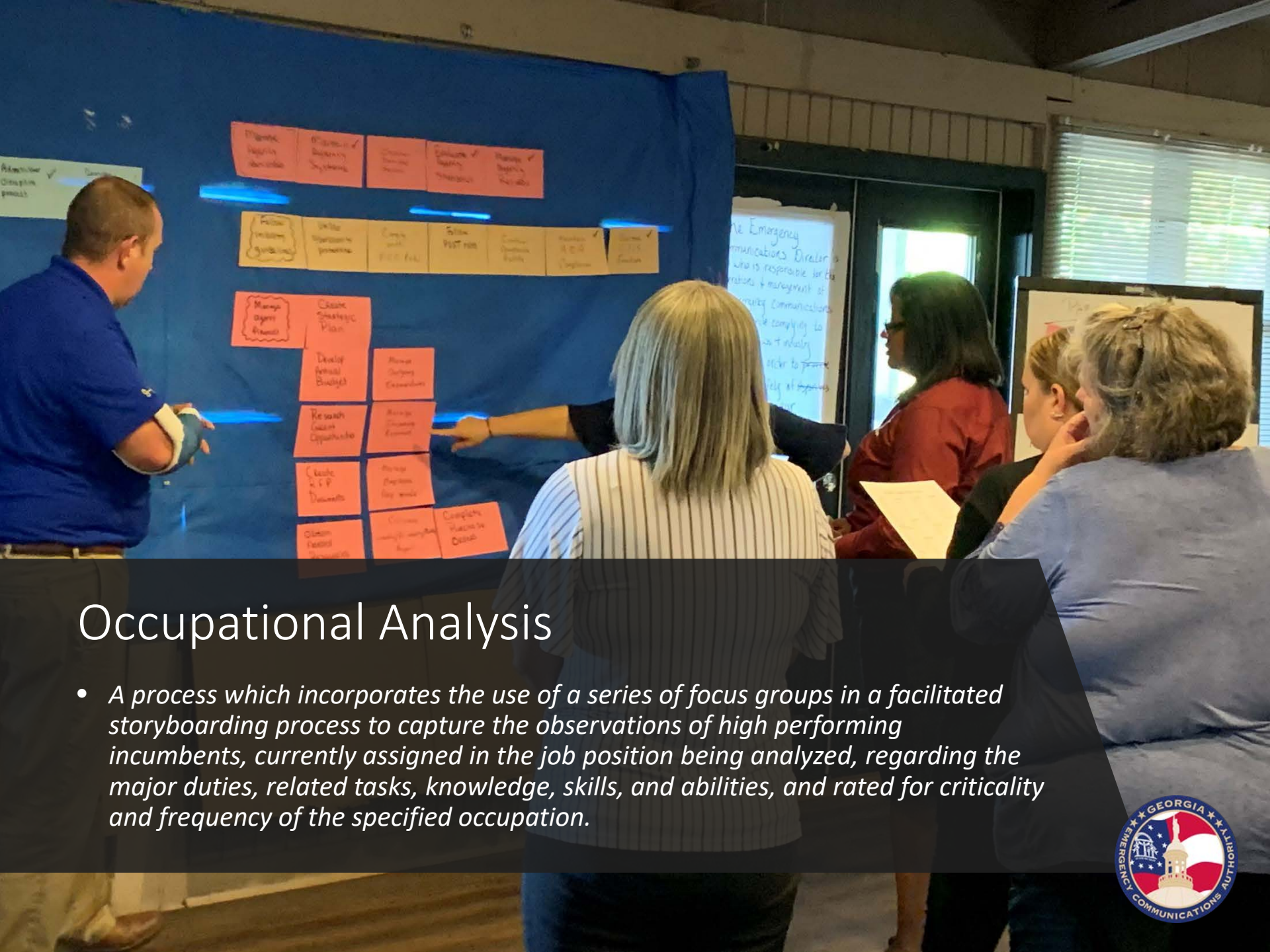




911 Directors Academy

- GPSTC completed a series of occupational analysis workshops to analyze training needs.
- 3 workshops between October 2019 and March 2020.
- Total participants = 48 current Georgia 911 Directors.
- Total years of experience = 633 years.





Occupational Analysis

- *A process which incorporates the use of a series of focus groups in a facilitated storyboarding process to capture the observations of high performing incumbents, currently assigned in the job position being analyzed, regarding the major duties, related tasks, knowledge, skills, and abilities, and rated for criticality and frequency of the specified occupation.*



Job Definition

The Emergency Communications Director is responsible for the operations of the emergency communications agency while adhering to applicable laws and industry guidelines to ensure all professionals perform to the highest standard in an effort to serve the community and emergency responders.

Initial Panel:
6 Initial Panel
Validation Pr
7 Validation F
Validation Pr
35 Validation

Duties

Tasks

Duties	Tasks						
A Manage Agency Operations	A-1 Maintain Agency Systems* C=36 F=21 NW=9	A-2 Maintain Continuity of Operations* C=15 F=16 NW=2 VW=4	A-3 Manage Critical Incidents* C=2 F=3 NW=1	A-4 Manage Agency Records* C=1 F=12 NW=1	A-5 Evaluate Agency Statistics* C=1 F=1	A-6 Maintain ADA Compliance* VW=1	A-7 Comply Rules
	B Manage Agency Personnel	B-1 Ensure Adequate Staffing* C=33 F=25 NW=3 VW=2	B-2 Oversee Hiring Process* C=6 F=9 NW=1	B-3 Oversee Agency Training* C=11 F=7 NW=1 VW=1	B-4 Build Employee Morale* C=16 F=20 VW=10	B-5 Measure Employee Performance* C=7 F=7 VW=2	B-6 Conduct Staff Meetings
C Manage Agency Finances	C-1 Manage Agency Budget* C=33 F=24 NW=13 VW=3	C-2 Create Strategic Plan* F=3 VW=13					
D Maintain Agency Facility	D1 Ensure Facility Security C=1	D2 Schedule Required Maintenance C=1 F=5	D3 Schedule Equipment Testing*	D4 Ensure ADA Compliance VW=2	D5 Adhere to Fire Codes		
E Facilitate External Relationships	E-1 Build Inter-Agency Collaboration* C=9 F=9 NW=1 VW=1	E-2 Maintain Inter-Agency Agreements F=1 NW=1 VW=6	E-3 Network with Peers*	E-4 Promote Public Relations* F=1			
F Monitor Industry Guidelines	F-1 Oversee CJIS Functions* F=1	F-2 Follow P.O.S.T. Rules C=3 F=1 NW=5	F-3 Research Applicable Laws/Legislation C=3 NW=2 VW=4	F-4 Conduct Compliance Audits* C=2 NW=1	F-5 Utilize Cybersecurity Protections* VW=4		



Occupational Analysis



911 Directors Academy

- Course outline and objectives were developed, and research and course development began in April 2020.
- Three curriculum developers have completed 1,343 hours of work through the end of February 2021.
- 40 hours of classroom training supplemented by an online classroom with student engagement activities and reference documents.



911 Directors Academy Outline

April 2, 2020

Unit 1: Georgia Emergency Communications Authority

Terminal Performance Objective: Given the responsibility to lead an emergency communication center (ECC), the 911 Director will legally manage 911 operations, in accordance with relevant state and federal statutes and the regulations set forth by the Georgia Emergency Communications Authority.

Module 1: Georgia Emergency Communications Authority

- Discuss the mission of the Georgia Emergency Communications Authority (GECA).
- Identify the areas of responsibility and organizational structure of GECA.
- Review the statutory requirements for GECA's Board structure.

Module 2: ESF-2

- Discuss the National Incident Management System (NIMS) and the use of Telecommunicator Emergency Response Taskforces (TERT teams) to respond to critical incidents.
- Differentiate tactical dispatch from TERT.
- Identify Communication Unit Leaders (COML), Communications Unit Technicians (COMT), and other emergency communications aspects of ESF-2.
- Discuss the ECC's interaction with ESF-2 during a disaster.

Module 3: Legal/Regulatory (A-7, F-1, F-2, F-3, F-4)

- Identify Federal Communications Commission (FCC) requirements that impact 911 operations.
- Identify the requirements of O.C.G.A. 35-8-23 and 36-60-19 and the Peace Officer Standards and Training Council (POST) rules regarding certification and training of communications officers.
- Discuss mandatory compliance audits conducted by CJIS/GCIC/NCIC, POST, and other voluntary compliance audits (CALEA, APCO Agency Training, etc.), if applicable.

Module 4: 911 Fee Collection & Other Revenue Sources (C-1)

- Review the statutory requirements for 911 fee collection and disbursement in OCGA 46-5-134.
- Discuss the process for fee disbursement from the state to local ECCs and the related reporting documentation.
- Discuss grant funding opportunities for ECCs.
- Identify other revenue sources available to ECCs.
- Review statutory requirements for expenditures of 911 funds under OCGA 46-5-134.

Course Overview

- Registration & Orientation (0.5 hour)
- Unit 1: Emergency Communications in Georgia (5.5 hours)
- Unit 2: Leadership Development and Professional Competence (2 hours)
- Unit 3: Agency Operations Management (12 hours)
- Unit 4: Technology (12 hours)
- Unit 5: Personnel Management (6 hours)
- Unit 6: Finance and Budget (1 hour)
- Testing and Course Completion (1 hour)



Unit 1:

Emergency Communications in Georgia

- Module 1: Georgia Emergency Communications Authority
- Module 2: 911 Fee Collection & Other Revenue Sources
- Module 3: Emergency Support Function ESF-2
- Module 4: Critical Incident Management
- Module 5: Continuity of Operations Planning
- Module 6: Regulatory Requirements



LEADERSHIP



Unit 2:

Leadership Development and Professional Competence

- Module 1: Leadership vs. Management
- Module 2: Behavioral Styles
- Module 3: Professional & Personal Growth



Unit 3:

Agency Operations Management



- Module 1: Strategic Planning
- Module 2: Agency Mission, Vision, and Values
- Module 3: Emergency Communications Center Liability
- Module 4: Effective Policy & Procedures
- Module 5: Quality Assurance & Improvement Programs
- Module 6: Industry Standards & Accreditation Programs
- Module 7: Effective Organizational Communications & Conflict Resolution
- Module 8: External Communications Strategy
- Module 9: Building Relationships & Implementing Public Policy
- Module 10: Agency Records & Statistical Data
- Module 11: Facility Security



Unit 4:
ECC
Technology

Module 1: Emergency Communication Technology & Systems

Module 2: Next-Generation 911 and Broadband Applications in the ECC

Module 3: Cybersecurity



Unit 5: *Personnel Management*



- Module 1: Employment Laws
- Module 2: Staffing & Scheduling
- Module 3: Recruitment & Hiring
- Module 4: Training Program Management
- Module 5: Performance Management Systems
- Module 6: Promotional Systems, Career Development Plans, & Succession Planning
- Module 7: Employee Health, Wellness, & Morale
- Module 8: Disciplinary Systems

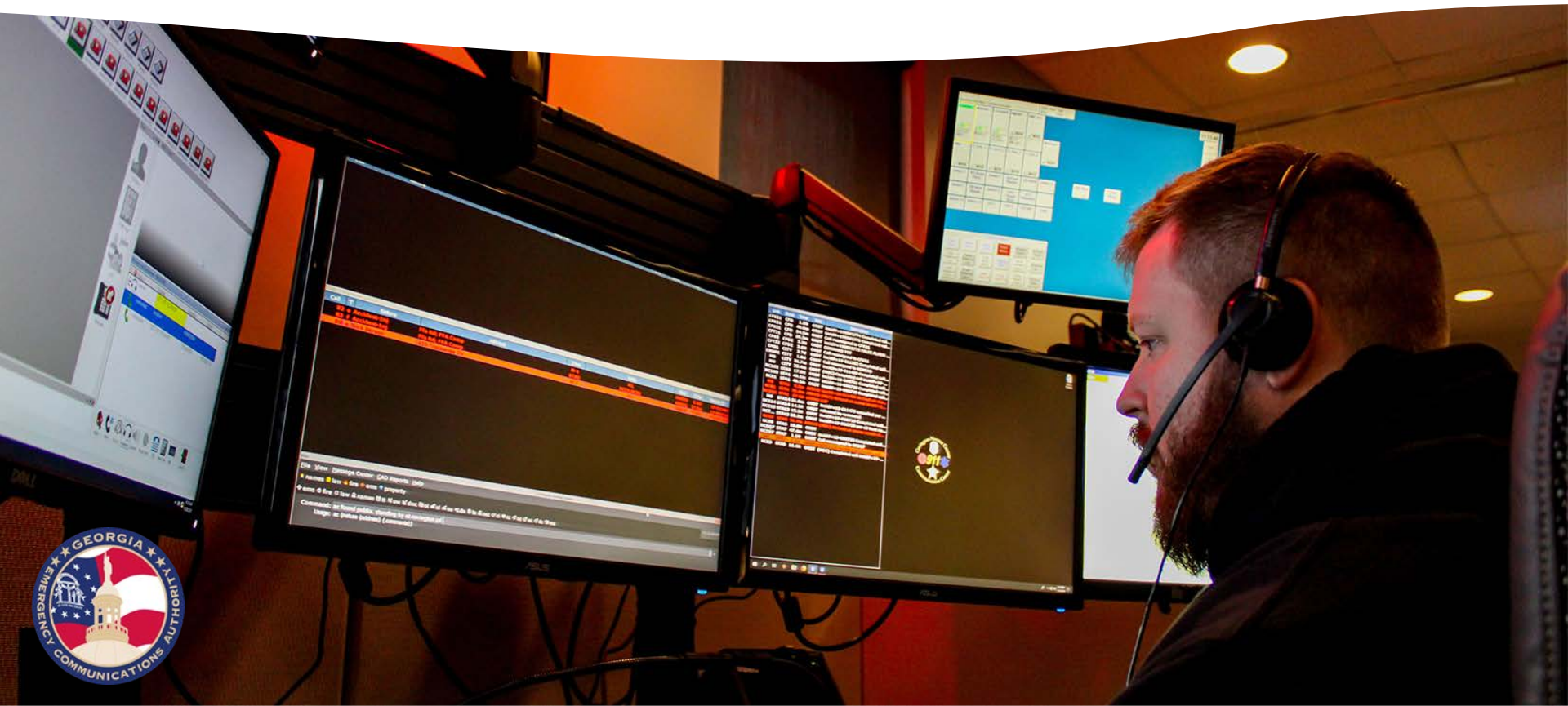
Unit 6: *Finance & Budget*

Module 1: Local Government Operations Budgeting

Module 2: Effective RFP/RFQ Proposals

Module 3: Capital Assets & Capital Improvement Plans

Module 4: Employee Compensation



911 Directors Academy

*Initial Occupational
Analysis Workshop*
October 16-17, 2019



*Conference
Validation
Occupational
Analysis Workshop*
March 10, 2020



*3 Curriculum
Developers +
1,343 hours*
February 28, 2021

October 18, 2019
*Validation
Occupational
Analysis Workshop*



April 2, 2020
*Course
Development
Began*



Thank you!

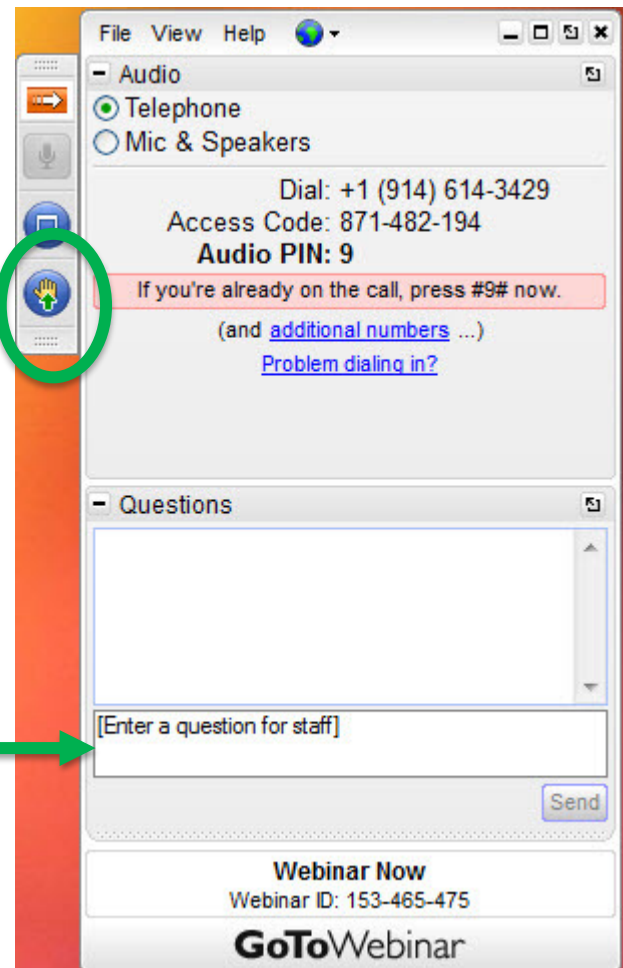
For additional information contact:

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Q & A Period

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Future Webinars

- Tuesday, January 11, 2022
- Stay tuned for a list of all 2022 dates and registration links
- Previous State of 911 webinars are available at:
www.911.gov/webinars.html



A huge thank you to
Laurie Flaherty for her
tireless contributions in
advancing NG911.



Best of luck in your retirement!

National 911 Program

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