

November 2021 State of 911 Webinar Q&A

Public Safety Telecommunicator Reclassification Toolkit	
Question Asked	Response
The suggestion is to use "Public Safety Telecommunicator" for the job title of dispatchers. Is there a recommendation for the call taker job title?	We didn't really get down to that level of detail. At this point, we've focused on the public safety telecommunicator and didn't break apart the two.
What is the timeline in which parts 2-4 of the reclassification toolkit will become available?	They have to go through the federal clearance process so we're working on that. We estimate everything will be up within the next 2-3 weeks.
Where on the site could we access the job description resources/toolkit?	On 911.gov under Current Projects in the top navigation bar. One of the options you'll be able to select includes the term "reclassification" - the information will be posted there.
Can we access the presentation slides for this webinar?	You will have access to the slide deck and the recording of today's session, it will be posted on 911.gov shortly after the webinar.
GECA Prepares ECC Leaders for NG911 Transition	
Is this only for GA 911 directors?	Yes, for now. We've talked about the possibility of opening up some of the modules to other states, but a lot of it is focused on specifics to Georgia. There are some modules and units that are universally applicable, so we're looking at ways to be able to bring this to more than just Georgia, but for right now it's just Georgia.

<p>Is this training available online via Zoom or in person?</p>	<p>The training that we're doing right now through the pilot program has been in-person. They have homework and online modules that they do, some pre-coursework before they come to the course, and then some afternoon and evening work to prepare for the next day, but all of that has been done in-person. We've been getting feedback from each of the pilot groups and identifying different modules that we might be able to bring virtually and then focus more on the bigger picture topics to have open conversations at the in-person Academy. But we still want to have the in-person piece. We've had a lot of good dialogue and conversation that comes from having this in-person.</p>
<p>Would you be willing to share all of your course materials (syllabus, curriculum, lesson plans, presentations, etc.) so that other states could use your program as a template to creating their own?</p>	<p>Yes, absolutely. I will be more than happy to share the template and how we got to where we got with this, and would be more than happy to talk to other local directors or other state directors about this program, as well. We're incredibly proud of it and would love to continue to grow that.</p>
<p>Do you spend any time sharing strategies for advocacy with elected officials and how to navigate the law making process in your training? Or how to get your point across with elected officials when you only have 30 seconds in an elevator with them. Is that something that's covered in your training?</p>	<p>We cover that in unit three under Building Relationships and Implementing Public Policy. We talk about the strategy for how to get your message across, figuring out what that elevator speech is for your agency, and what your ask is, either to a county commissioner or to a state legislator. So, yes, we do spend a good bit of time talking about that, and I specifically teach that module and talk about that with our directors.</p>
<p>Michael what is your contact information?</p>	<p>Michael.Nix@GEMA.GA.gov</p>