State of 911 Webinar Series — Strengthening the Foundation: Updates to the Recommended Minimum Training Guidelines for Telecommunicators

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00:00:20.040 --> 00:00:21.010

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00:00:21.290 --> 00:00:28.860
Brian Tegtmeyer: Welcome to the State of 911 webinar series hosted by the National Highway Traffic Safety Administration's National 911 Program.

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00:00:28.870 --> 00:00:41.710
Brian Tegtmeyer: My name is Brian Tegtmeyer, I'm the coordinator of NHTSA's National 911 Program. And today, our webinar session is “Strengthening the Foundation: Updates to the Recommended Minimum Training Guidelines for Telecommunicators.”

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00:00:41.710 --> 00:00:48.909
Brian Tegtmeyer: This will provide an overview of the updated Recommended Minimum Training Guidelines document, and…

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00:00:49.490 --> 00:00:56.900
Brian Tegtmeyer: we will go through the multi-agency working group that was facilitated by the National 911 Program.

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Brian Tegtmeyer: Next slide.

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00:01:05.900 --> 00:01:25.379
Brian Tegtmeyer: The State of 911 webinar series is designed to provide useful information for the 911 stakeholder community about federal, state, and local participation in the planning, design, and advancement of 911. We include real experiences from leaders utilizing processes throughout the country. Today's webinar is being recorded and will be posted on 911.gov.

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00:01:25.380 --> 00:01:29.480
Brian Tegtmeyer: To access previous recordings or learn more about NHTSA's National 911

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00:01:29.540 --> 00:01:33.750

Brian Tegtmeyer: Program, State of the 911 webinar series, visit911.gov.

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00:01:34.050 --> 00:01:34.930
Brian Tegtmeyer: Next slide.

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00:01:36.370 --> 00:01:52.010
Brian Tegtmeyer: I'd also like to highlight, when you're at 911.gov, that you should check out our “Docs & Tools” section. This is a great resource available to the 911 stakeholder community and others if you're looking for specific information. You can search within the document tool…

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00:01:52.010 --> 00:02:00.559
Brian Tegtmeyer: And also, if you have a document to share, you have the ability to submit documents for consideration of being added to the “Docs & Tools” section.

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00:02:02.640 --> 00:02:18.870
Brian Tegtmeyer: Also, I'd like to highlight the “Telecommunicator Tree of Life.” This is a way to recognize and celebrate our 911 public safety telecommunicators across the nation, and anyone can add a leaf to the Tree of Life. This is supported by the 911 community as a whole.

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00:02:22.120 --> 00:02:30.599
Brian Tegtmeyer: Please note that all participants have been put in listen-only mode. Closed captioning is available, and to enable this feature...

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00:02:30.600 --> 00:02:42.940
Brian Tegtmeyer: Click the “Show Captions” button at any time. A recording of today's webinar and accompanying materials will be provided through our GovDelivery email announcements and posted on 911.gov in about a week's time.

16
00:02:46.640 --> 00:02:55.249
Brian Tegtmeyer: This QR code will get you to the document that we're talking about today. It's available on almost all of our partners' websites as well.

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00:02:57.210 --> 00:03:00.160
Brian Tegtmeyer: So, today I have the distinct

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00:03:00.230 --> 00:03:04.970
Brian Tegtmeyer: Pleasure of introducing our representatives from our working groups.

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00:03:05.030 --> 00:03:15.309
Brian Tegtmeyer: With us today is Stephen Devine, Chief Technology Officer of APCO International. Jennifer Kirkland, the State 911 Program Manager of the Colorado Public Utilities Commission...

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00:03:15.310 --> 00:03:21.690
Brian Tegtmeyer: Leah Missildine, the Interim Executive Director of 911der Women, Inc., and the retired State of Alabama 911 Director.

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00:03:21.690 --> 00:03:39.139
Brian Tegtmeyer: And finally, Ty Wooten, the Director of Government Affairs with the International Academies of Emergency Dispatch. And first, I'm going to kick it off to Ty Wooten to talk about the driving motivation behind the project of updating the Recommended Minimum Training Guidelines. Ty, take it away.

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00:03:41.300 --> 00:03:51.989
Ty Wooten | IAED: Thanks, Brian. Appreciate the opportunity to be with everybody today and talk a little bit about why we made the change for the minimum training guidelines.

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00:03:52.240 --> 00:03:56.679
Ty Wooten | IAED: And, I think if we just go on to the next slide, we can get started.

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00:03:56.860 --> 00:04:02.259
Ty Wooten | IAED: First and foremost, I think it's important to remember a little bit about where we came from.

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00:04:02.440 --> 00:04:08.009
Ty Wooten | IAED: The Recommended Minimum Training Guideline was initially published in 2016,

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00:04:08.310 --> 00:04:24.680

Ty Wooten | IAED: It was a 911 community document. It was meant to be the foundation, or as at the time when we described it, we talked a lot about it being the floor for training for 911 telecommunicators.

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00:04:25.280 --> 00:04:31.049
Ty Wooten | IAED: It helped to establish training programs where none previously existed.

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00:04:31.350 --> 00:04:37.400
Ty Wooten | IAED: And it was also built to provide you know.

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00:04:37.540 --> 00:04:43.450
Ty Wooten | IAED: An opportunity for established programs to make sure that it met

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00:04:43.710 --> 00:04:51.539
Ty Wooten | IAED: Kind of this… this basic floor, so that we, you know, everyone was kind of playing from the same,

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00:04:52.110 --> 00:04:54.990
Ty Wooten | IAED: Level, which was incredibly important.

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00:04:55.570 --> 00:05:02.029
Ty Wooten | IAED: It also, for those who were… already had a program.

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00:05:02.190 --> 00:05:21.560
Ty Wooten | IAED: it provided an opportunity for them to assess those training programs that were being offered. Or if you didn't have a program, it became an opportunity for you to, you know, make sure that when you were selecting a program, that it met these criteria.

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00:05:21.800 --> 00:05:22.870
Ty Wooten | IAED: Next slide.

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00:05:24.990 --> 00:05:33.760
Ty Wooten | IAED: So… 911 has obviously evolved. From 2016 to 2023, when we began

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00:05:33.860 --> 00:05:43.679
Ty Wooten | IAED: the process of updating this document, there's been a lot of changes to the 911 industry. Technology has evolved.

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00:05:43.930 --> 00:05:46.959
Ty Wooten | IAED: The tasks that we do have evolved.

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00:05:47.240 --> 00:05:54.189
Ty Wooten | IAED: Our expectations, the expectations of our field users, as well as the public, have also evolved.

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00:05:54.360 --> 00:05:55.580
Ty Wooten | IAED: over time.

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00:05:55.680 --> 00:06:05.909
Ty Wooten | IAED: And finally, and I think not something to be dismissed, is our understanding of wellness has evolved as well.

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00:06:06.160 --> 00:06:13.570
Ty Wooten | IAED: The realities of understanding the dynamics, associated with

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00:06:15.440 --> 00:06:24.470
Ty Wooten | IAED: What we do in the 911 industry is critically important, and how that affects our employees, and

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00:06:24.730 --> 00:06:36.420
Ty Wooten | IAED: Their wellness, which leads to retention and other issues, and hopefully, if we do it right, we will continue to see them,

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00:06:36.620 --> 00:06:39.910
Ty Wooten | IAED: continue in our industry. Next slide.

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00:06:41.540 --> 00:06:50.070
Ty Wooten | IAED: So, the evolution has kind of, just… I like putting this up here because it kind of gives a little bit of that timeline.

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00:06:50.210 --> 00:06:57.390
Ty Wooten | IAED: When we began, the National 911 Program convened a working group where there were less than 20 states

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00:06:57.520 --> 00:07:01.910
Ty Wooten | IAED: With training requirements, for telecommunicators.

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00:07:02.210 --> 00:07:12.710
Ty Wooten | IAED: That process began, and a working group evolved, and began to work on this document, and finally published that document in 2016.

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00:07:13.890 --> 00:07:19.920
Ty Wooten | IAED: In 2023, under Brian's leadership and, and the…

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00:07:20.170 --> 00:07:23.619
Ty Wooten | IAED: Recognition of all those things that have evolved.

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00:07:23.870 --> 00:07:36.149
Ty Wooten | IAED: It was determined that we needed to update the document, but significant improvements had been made with the number of states that now required

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00:07:37.420 --> 00:07:46.209
Ty Wooten | IAED: Minimum training guidelines. Now, 40-plus states have those minimum training requirements, and that is, I think.

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00:07:46.340 --> 00:07:51.480
Ty Wooten | IAED: A testament to the work that was done in the 2013 era.

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00:07:51.810 --> 00:07:54.489
Ty Wooten | IAED: With that published document in 2016.

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00:07:55.240 --> 00:08:02.460

Ty Wooten | IAED: Now, with the updates and changes, I believe, and I hope, that this will lead to

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00:08:02.700 --> 00:08:13.259
Ty Wooten | IAED: even more, and we hopefully will get to a point where we get all 50 states with minimum training requirements for telecommunicators. Next slide.

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00:08:15.550 --> 00:08:27.760
Ty Wooten | IAED: So… one… big or small, a little update is the name of the document.

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00:08:27.930 --> 00:08:34.540
Ty Wooten | IAED: has changed just slightly. “Recommended Minimum Guidelines for initial Public Safety Telecommunicator Training,” and I think

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00:08:34.799 --> 00:08:39.459
Ty Wooten | IAED: You know, that is a key component that we're talking about.

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00:08:40.650 --> 00:08:54.760
Ty Wooten | IAED: to kind of just drive home the point that this is minimum training, like, the initial floor, the foundation in which all other training should be built upon, and it's key that

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00:08:55.480 --> 00:08:59.110
Ty Wooten | IAED: For the 911 telecommunicators across the country.

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00:08:59.430 --> 00:09:04.330
Ty Wooten | IAED: Getting that basic level of understanding is critically important.

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00:09:04.440 --> 00:09:22.950
Ty Wooten | IAED: And, you know, I think we've all talked about, had discussions relative to the fact, like, you might be a police-only dispatch center, or you might be working in a fire-only dispatch center. And I think it's important to also drive home the point that

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00:09:23.230 --> 00:09:27.600
Ty Wooten | IAED: When someone calls 911, they really don't care.

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00:09:27.770 --> 00:09:29.760
Ty Wooten | IAED: Who you work for, or…

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00:09:30.260 --> 00:09:37.950
Ty Wooten | IAED: you know, the agency that you are working for, or what its primary focus is. They want the answers, and they want the help.

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00:09:38.240 --> 00:09:42.750
Ty Wooten | IAED: So, this “Recommended Minimum Training Guideline” provides that

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00:09:43.170 --> 00:09:58.340
Ty Wooten | IAED: initial foundational level, so that everybody has at least a basic awareness of understanding whether you're working in a police-only dispatch center or fire-only dispatch center, or EMS-only dispatch center.

69
00:09:58.510 --> 00:09:59.450
Ty Wooten | IAED: Next slide.

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00:10:01.610 --> 00:10:07.760
Ty Wooten | IAED: I think it's always good to understand who was involved.

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00:10:07.950 --> 00:10:12.999
Ty Wooten | IAED: In the development of this document, because…

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00:10:13.320 --> 00:10:19.330
Ty Wooten | IAED: I think one of the most important things that was done when we were putting the working group together

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00:10:19.710 --> 00:10:26.210
Ty Wooten | IAED: is identifying that it was representative of…

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00:10:26.370 --> 00:10:31.559
Ty Wooten | IAED: The different agencies, in size and makeup.

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00:10:31.820 --> 00:10:43.390
Ty Wooten | IAED: across varying locations, urban, suburban and rural centers, and so it involved and was a part not only of

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00:10:43.530 --> 00:10:45.319
Ty Wooten | IAED: The…

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00:10:45.580 --> 00:10:55.930
Ty Wooten | IAED: you know, the major, organizations like NENA, APCO, the Academies, and others, but it was also inclusive of

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00:10:56.700 --> 00:11:09.469
Ty Wooten | IAED: agencies across the United States, and you can see where those agencies come from. 16 different agencies from 13 different states, and again, making up that unique

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00:11:09.570 --> 00:11:21.549
Ty Wooten | IAED: working group that provided context of understanding whether they were a large agency, a medium-sized agency, or a small agency. Next slide.

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00:11:23.930 --> 00:11:27.449
Ty Wooten | IAED: So, with that, I'm gonna change and…

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00:11:27.840 --> 00:11:36.170
Ty Wooten | IAED: pass it over to Steve Devine, who's going to talk a little bit more about the changes to the “2026 Minimum Guidelines.”

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00:11:37.520 --> 00:11:51.100
Steve Devine: Thanks, Ty. Next slide, please. As Ty indicated, the 2016 effort, the original effort, was to establish a baseline for minimal telecommunicator training, acknowledging that additional

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00:11:51.100 --> 00:11:58.440
Steve Devine: Supplemental training would be needed as well in many instances, whether it's discipline-specific or agency-specific training.

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00:11:58.470 --> 00:12:08.040
Steve Devine: The 2016 effort was initiated by NHTSA and other entities that supported the 2016 effort NENA, APCO, NASNA.

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00:12:08.270 --> 00:12:21.680
Steve Devine: the International Academy of Emergency Dispatch, NFPA, along with other 911 agency-based state and local PSAP ECC representatives. Next slide, please.

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00:12:29.620 --> 00:12:45.739
Steve Devine: The 2026 revision is the same entities that have advocated for it with leadership from NHTSA. In addition, 911 and PSAP/ECC emergency personnel

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00:12:45.740 --> 00:12:48.709
Steve Devine: Provided support to that as well.

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00:12:48.710 --> 00:13:06.530
Steve Devine: You know, the guidelines were provided with additional support, but the categories remain the same, and I think that's an important acknowledgement. The landscape and capabilities within 911 has changed substantially, and the PSAP and ECC environments have changed, the information they're dealing with, the public expectations have changed.

89
00:13:06.530 --> 00:13:19.130
Steve Devine: to Ty's point, telecommunicator training will always be an ever-evolving functionality, while always considering the integration of new technologies and capabilities. And that's not going to change, that's going to continue to grow and evolve.

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00:13:19.260 --> 00:13:32.169
Steve Devine: The 911 call today is surrounded by more adjacent multimedia data and information than ever before, and how each agency integrates that information requires evolving training and awareness within the ECC.

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00:13:32.470 --> 00:13:49.089
Steve Devine: The automation of the world of communications is impactful to everyone, including ECCs and PSAPs. I saw a note last night that in the next 10 years, we can expect the same technological innovation that we had in the last 100 years.

92

00:13:49.090 --> 00:14:01.559
Steve Devine: So, if that's any indication, the Model T Ford was the cutting edge of technology 100 years ago. So, if that's what we can see in the next 10 years, it shows how critically important our training of our telecommunicators

93
00:14:01.560 --> 00:14:03.999
Steve Devine: is going forward. And that training may…

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00:14:04.000 --> 00:14:20.190
Steve Devine: result in different roles. There may be roles, to Ty's point, of a telecommunicator wellness coordinator, or a cybersecurity specialist, or somebody who manages data within the ECC. As the responsibilities change, the roles may change. Next slide, please.

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00:14:22.250 --> 00:14:27.010
Steve Devine: So, to this revision, which began in 2023,

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00:14:27.490 --> 00:14:39.650
Steve Devine: the criteria is really entered to be a floor, as it was indicated, entry-level guidelines. Each category was addressed and updated, taking into consideration the PSAP and ECC operational evolution.

97
00:14:39.650 --> 00:14:52.829
Steve Devine: Telecommunicator training should be an ever-evolving process, and Annex B recommends continuing education topics for ECCs that can look to as technologies and resulting ECC operations evolve.

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00:14:52.830 --> 00:15:05.119
Steve Devine: Also, I think it's important that initial training as well as ongoing training could utilize virtual reality in the future. Quite frankly, it will recognize and acknowledge virtual reality.

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00:15:05.120 --> 00:15:19.160
Steve Devine: augmented reality, artificial intelligence-generated scenarios. I think we'll be able, with this new technology, to be able to train people better, to be able to make sure that we hire the right people based on these new technological capabilities.

100
00:15:19.160 --> 00:15:26.930

Steve Devine: 40 years ago, they just had a typing, can you listen? Is your hearing sufficient to work and to hear people? The worlds have changed.

101
00:15:27.020 --> 00:15:28.320
Steve Devine: Next slide, please.

102
00:15:30.550 --> 00:15:35.610
Steve Devine: And this graphic, I think, is important. It speaks to the telecommunicator, the initial recommended

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00:15:35.610 --> 00:15:59.850
Steve Devine: Minimum training as a foundational piece, and that evolving work, whether it's in a discipline or whether it's specific to the ECC, that evolving work continues to grow, and you see the continuing education, we advocate at APCO that that continuing education, is a critical piece going forward for the operations and for the bottom line of how we serve the public dialing 911. So.

104
00:15:59.900 --> 00:16:16.140
Steve Devine: Ty is correct, that the public doesn't care who you work for or where you are, they're concerned about getting the help that they need. So, next slide, and I'll turn it over to Jennifer Kirkland to discuss the changes in the “Minimum Recommended

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00:16:16.230 --> 00:16:17.619
Steve Devine: Guidelines.”

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00:16:19.170 --> 00:16:36.839
Jennifer Kirkland: Thanks, Steve. As we've all kind of highlighted, there are quite a few changes, as you might imagine. And the easy thing is to say, what's changed? Well, everything, but that's not actually true. We had a really good foundation to work on, but we did want to highlight some key changes.

107
00:16:36.840 --> 00:16:55.470
Jennifer Kirkland: So if we could get the next slide. The first one is the definitions. We expanded and added to our definitions section to make sure that it was complete and updated and current, to all of the new things that are going on in our profession, as the previous speakers have highlighted.

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00:16:55.470 --> 00:17:04.659
Jennifer Kirkland: I also want to key in on a really important fact that Ty started to talk about, and I want to continue talking about.

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00:17:04.660 --> 00:17:29.199
Jennifer Kirkland: This is designed to be scalable to your center. So, when you go and look at the updated “Recommended Training Guidelines,” you might look at a topic and say, "Oh, well, we're a fire EMS dispatch-only center, so I don't really need to teach about CGIS requirements.” Well, what we're looking for is to make sure that everyone in 911 is aware of what something is.

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00:17:29.200 --> 00:17:53.009
Jennifer Kirkland: So, if you're a fire and EMS dispatch center, you still want to train your new hires that what CGIS is and what it does in other 911 centers, but you won't have to go as in-depth into that topic as a center that actually works with CGIS and so on and so forth. Same thing for law enforcement-only dispatch centers. There's a whole section on fire and EMS. Well.

111
00:17:53.010 --> 00:17:55.600
Jennifer Kirkland: You might not have to go as in-depth.

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00:17:55.600 --> 00:18:19.800
Jennifer Kirkland: into those topics as you would if you were a fire and EMS dispatch center, but your people still need to know that this is occurring in other 911 centers that they might be transferring to or working alongside. So, when you look at the Annex A, which I'm going to talk about next, and you see all of the topics, we want to make sure that your training program includes all those topics, at least to an awareness level.

113
00:18:19.820 --> 00:18:32.679
Jennifer Kirkland: And then, of course, you go more in-depth if your center is working directly with that topic. So, that's, one of the key things, one of the key changes as well. Next slide, please.

114
00:18:33.540 --> 00:18:57.820
Jennifer Kirkland: So, as we've kind of highlighted, we updated the format. We wanted to make sure that the standard itself, or the guideline itself, sorry, was easy to read. And so, when you look at the guideline, you'll see that Chapter 2, for example, as you can see on the screen, it has some… the roles and responsibilities, and it'll tell you what those roles and responsibilities are.

115
00:18:57.820 --> 00:19:21.059
Jennifer Kirkland: at a high level. And these can be used as terminal learning objectives as well, or in your task list kind of a thing. So, for example, you can see that 2.1.1, and it goes into what that is, and then what's the next thing in the roles and the responsibilities, and what's the third thing. But if you want to go and find out what the training topics are under roles and responsibilities.

116
00:19:21.060 --> 00:19:41.019
Jennifer Kirkland: Then you go to Annex A, and Annex A is a list of all the training topics that are highlighted in the entire guideline, and that way you can use it as a true task list. You can say, “Okay, under roles and responsibilities, we need to talk about this, we need to talk about this, we need to talk about this.”

117
00:19:41.020 --> 00:19:57.390
Jennifer Kirkland: “This we need to talk about in depth, but this we can talk about at a high level.” So, it makes the entire document easier to read. The explanations are detailed. We updated those explanations to make sure that they were current and relevant to today's 911 environment.

118
00:19:57.460 --> 00:20:06.769
Jennifer Kirkland: And then, as I said, you can use those section descriptions for terminal learning objectives if you need them for, accreditation, etc, etc.

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00:20:07.040 --> 00:20:08.190
Jennifer Kirkland: Next slide.

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00:20:08.590 --> 00:20:18.500
Jennifer Kirkland: We, as Ty highlighted, we've expanded the stress management, health, and wellness. Much has changed in this arena since 2016, I'm happy to report.

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00:20:18.510 --> 00:20:38.179
Jennifer Kirkland: And so, we wanted to make sure that we added new topics and resources available to telecommunicators and agencies, but we also provided guidance to agencies on how to operationalize those wellness programs. So, if you're a center that not only wants to make sure you're talking about all the resources that are available to your new hires.

122

00:20:38.180 --> 00:20:59.370
Jennifer Kirkland: But you also want to say, “Okay, well, how do I… maybe I want to build a wellness program in my 911 center. How would I go about that?” The guideline has topics about that as well, so that you can incorporate these resources and these topics into your wellness program, and maybe gain support as well for that wellness program.

123
00:20:59.370 --> 00:21:00.330
Jennifer Kirkland: Next slide.

124
00:21:01.580 --> 00:21:25.349
Jennifer Kirkland: Finally, continuing education. Yes, this is called the “Minimum Training Guidelines for Initial Training.” However, we all know that learning does not stop once your training program is completed, and the best telecommunicators are lifelong learners, and so we included in Annex B in this version of the guidelines to talk about continuing education.

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00:21:25.350 --> 00:21:31.060
Jennifer Kirkland: There is a recommendation for a minimum amount of continuing education hours.

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00:21:31.060 --> 00:21:55.800
Jennifer Kirkland: And we talk about all the different training topics that could be continuing education. Now, this list is not designed to be exhaustive, okay? As Steve highlighted, we're never going to get to the end of anything and be like, “Yep, we've learned all there is we need to know,” because our profession is constantly evolving. But you can use this Annex B as, continuing education programs

127
00:21:55.800 --> 00:22:20.700
Jennifer Kirkland: building or continuing education program augmenting, and you can see that it has loads of ideas on continuing education topics, to use for your training program, to use for your continuing education for EMD, to use for continuing education, just to improve your 911 telecommunicators' level of

128
00:22:20.700 --> 00:22:21.770
Jennifer Kirkland: education.

129
00:22:21.770 --> 00:22:24.300
Jennifer Kirkland: As they move forward in their careers.

130
00:22:24.850 --> 00:22:25.940
Jennifer Kirkland: Next slide.

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00:22:26.620 --> 00:22:35.479
Jennifer Kirkland: And with that, I'm going to turn it over to Leah Missildine, and she's going to talk about what impact this document has on the 911 community.

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00:22:44.270 --> 00:22:45.670
Leah Missildine: Thanks, Jennifer.

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00:22:46.960 --> 00:22:58.670
Leah Missildine: All right, so, so far on this panel, we've talked about, or primarily focused on, what the updated guidelines contain. What I want to do is shift from what they say to what they mean for the 911 community.

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00:22:58.670 --> 00:23:09.479
Leah Missildine: As Ty said at the very beginning of this webinar, these were built by the 911 community for the 911 community, so we want to convey what they mean for us.

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00:23:09.480 --> 00:23:16.919
Leah Missildine: These guidelines are more than a refreshed training checklist. Jennifer sort of went through some of the components of the guideline, and

136
00:23:17.710 --> 00:23:34.209
Leah Missildine: it's far more than your starting off point. We do hope that it's scalable and able to be catered to your organization. When implemented effectively, though, they can strengthen three interconnected outcomes. Next slide, please.

137
00:23:35.270 --> 00:23:41.470
Leah Missildine: Those outcomes are operational equity, professional wellness, and workforce longevity.

138
00:23:41.760 --> 00:23:45.080
Leah Missildine: Operational equity means creating a more consistent

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00:23:46.000 --> 00:23:51.369
Leah Missildine: Foundation across agencies. Multiple agencies, not just your agencies.

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00:23:51.650 --> 00:24:01.959
Leah Missildine: Professional wellness means recognizing that resilience and trauma awareness are essential job competencies. They're not just added extras or optional.

141
00:24:02.560 --> 00:24:10.400
Leah Missildine: Workforce longevity means giving new professionals the structure, preparation, and support they need to build sustainable careers.

142
00:24:10.920 --> 00:24:17.200
Leah Missildine: In my mind, those three outcomes reinforce one another. Better prepared professionals are more confident.

143
00:24:20.460 --> 00:24:33.490
Leah Missildine: More confident professionals better are… excuse me, are better equipped to manage stress and serve their communities, and professionals who are prepared, supported, and valued are more likely to remain in the field.

144
00:24:33.730 --> 00:24:37.930
Leah Missildine: Alright, so let's begin with what this means for the individual in 911.

145
00:24:38.200 --> 00:24:41.560
Leah Missildine: The first area of impact is professional equity.

146
00:24:41.740 --> 00:24:48.820
Leah Missildine: Nationally recognized core competencies help define what public safety Telecommunicators must know and be able to do.

147
00:24:49.120 --> 00:25:06.300
Leah Missildine: So, Jennifer mentioned we want them to know about certain things, and they… that while that agency may not do them, we do at least want them to know. That strengthens the

case for recognizing them as true emergency first responders, and supports continuing reclassification efforts.

148
00:25:07.240 --> 00:25:17.020
Leah Missildine: This matters because professional recognition should reflect the actual complexity and responsibility of the important work that is done by 911 professionals.

149
00:25:17.130 --> 00:25:26.640
Leah Missildine: Telecommunicators make rapid decisions, they manage incomplete information, they support callers through crisis, and they coordinate critical resources.

150
00:25:26.750 --> 00:25:35.000
Leah Missildine: A credible national training baseline gives agencies and advocates a clearer way to demonstrate that professional value.

151
00:25:35.500 --> 00:25:38.620
Leah Missildine: The second area is wellness and resilience.

152
00:25:39.070 --> 00:25:54.159
Leah Missildine: The guidelines bring proactive stress mitigation, secondary trauma awareness, and critical incident management into foundational onboarding. This is an important shift that my colleagues have already pointed out. Wellness cannot, should not.

153
00:25:54.480 --> 00:25:58.439
Leah Missildine: Begin only after someone reaches a breaking point.

154
00:25:58.700 --> 00:26:10.790
Leah Missildine: New professionals should enter the occupation understanding the effects of repeated exposure to crisis, recognizing their own warning signs, and knowing how to access support.

155
00:26:11.030 --> 00:26:16.470
Leah Missildine: Building those skills early helps normalize wellness as part of professional readiness.

156

00:26:16.720 --> 00:26:21.720
Leah Missildine: Finally, these guidelines can support retention and longevity.

157
00:26:22.230 --> 00:26:30.879
Leah Missildine: Clear competency milestones replace fragmented or inconsistent onboarding with a more understandable path toward proficiency.

158
00:26:31.410 --> 00:26:39.080
Leah Missildine: They can build confidence from day one, reduce avoidable trainee attrition, and support longer, more sustainable careers.

159
00:26:39.250 --> 00:26:53.140
Leah Missildine: In short, a stronger training foundation communicates something important to every new telecommunicator. This work is a profession, your wellness matters, and we want to… we want you to succeed here for a long time.

160
00:26:53.670 --> 00:26:57.760
Leah Missildine: The benefits, however, extend beyond the individual. Next slide, please.

161
00:26:59.170 --> 00:27:01.149
Leah Missildine: At the operational level.

162
00:27:01.350 --> 00:27:10.569
Leah Missildine: The guidelines can help create a more universal standard of care. A caller's expectations do not change when a jurisdictional boundary is crossed.

163
00:27:10.860 --> 00:27:22.759
Leah Missildine: The update… excuse me, the updated competencies support more consistent and dependable public safety response for residents and visitors, regardless of an agency's location or size.

164
00:27:23.580 --> 00:27:36.900
Leah Missildine: Consistency does not mean every center must operate identically. We've already discussed that. It means every center begins with a shared understanding of the essential knowledge and capabilities required to serve the public effectively.

165
00:27:37.820 --> 00:27:51.170
Leah Missildine: The guidelines also prepare the workforce for Next Generation 911. Emerging operations increasingly involve multimedia, GIS data, evolving workflows, and complex crisis de-escalation.

166
00:27:51.230 --> 00:27:58.310
Leah Missildine: Standardized preparation helps professionals manage those demands rather than learning each new responsibility through trial and error.

167
00:27:58.880 --> 00:28:04.089
Leah Missildine: The third operational benefit is stronger interoperability and mutual aid.

168
00:28:04.320 --> 00:28:08.039
Leah Missildine: Shared vocabulary and a structured operating guideline.

169
00:28:08.140 --> 00:28:14.860
Leah Missildine: make it easier for agencies to collaborate, especially during major events or deployments involving teams like TERT.

170
00:28:15.690 --> 00:28:28.760
Leah Missildine: When professionals arrive from different agencies, they need to understand one another quickly. A common training foundation reduces confusion, accelerates coordination, and allows the team to focus on the incident.

171
00:28:29.470 --> 00:28:41.429
Leah Missildine: So, at the agency level, these guidelines support consistency, technological readiness, and collaboration. But they may also create momentum for changes beyond the communications center. Next slide, please.

172
00:28:42.860 --> 00:28:49.310
Leah Missildine: This final slide is intentionally and admittedly aspirational, hence the phrase, in a perfect world.

173
00:28:49.630 --> 00:29:06.300

Leah Missildine: Some people call me a dreamer sometimes, so I'm going to share a little bit of my dream, and I think it's shared by some on the panel. But it illustrates what becomes possible when strong guidelines are paired with advocacy and leadership. The first opportunity is policy and dedicated funding.

174
00:29:06.840 --> 00:29:18.769
Leah Missildine: A credible national baseline can serve as a model for states considering legislation that mandates minimum training standards. Ty mentioned early on we have about 40… well, we have at least 10 more to go then.

175
00:29:20.700 --> 00:29:27.840
Leah Missildine: It also gives 911 directors stronger justification when requesting training resources from governing boards.

176
00:29:28.230 --> 00:29:43.289
Leah Missildine: In states without statutory standards, it can encourage the development of accredited and adequately funded telecommunicator academies. Of course, standards without resources can become another unfunded expectation or mandate.

177
00:29:44.510 --> 00:29:57.680
Leah Missildine: That is why policy and funding must move together. If we expect consistent performance, we must also provide agencies with the time, instructors, technology, and staffing needed to deliver consistent preparation.

178
00:29:58.400 --> 00:30:03.440
Leah Missildine: The second opportunity is creating a more inclusive culture of leadership.

179
00:30:03.650 --> 00:30:10.340
Leah Missildine: Training frameworks can align with grassroots programs that support, mentor, and elevate 911 professionals.

180
00:30:10.510 --> 00:30:28.880
Leah Missildine: Structured peer mentorship can improve on-the-job training by emphasizing constructive feedback and psychological safety. And stronger connections among frontline personnel, agency leaders, and state and national partners can build greater cohesion across the profession.

181
00:30:29.310 --> 00:30:30.660
Leah Missildine: Ultimately.

182
00:30:30.810 --> 00:30:48.110
Leah Missildine: Updated guidelines are not the finish line. We've already made that point multiple times over. They are a tool, a common foundation that the 911 community can use to strengthen recognition, wellness, retention, operations, policy, and culture.

183
00:30:48.240 --> 00:30:51.489
Leah Missildine: The real impact will depend on what happens next.

184
00:30:51.850 --> 00:31:00.059
Leah Missildine: How agencies implement the standard, how leaders support their people, and how effectively the profession speaks with a unified voice.

185
00:31:00.360 --> 00:31:05.959
Leah Missildine: Some might say that that is a challenge, this issue, to all of us. Excuse me.

186
00:31:06.070 --> 00:31:18.369
Leah Missildine: If we approach this work intentionally, these guidelines can do more than improve training. They can help shape a stronger, healthier, and more sustainable future for the entire 911 community.

187
00:31:18.790 --> 00:31:20.080
Leah Missildine: Back to you, Brian.

188
00:31:27.600 --> 00:31:39.069
Brian Tegtmeyer: Well, thank you to all the panelists, and obviously we've got some time left, but that was by design. There's a lot of things that I think are worthy of some continued

189
00:31:39.140 --> 00:31:52.789
Brian Tegtmeyer: discussion, here as a group, and I think the first thing is, you know, what's next? Where do we go from here, for these… for the guidelines and for training in the 911 industry?

190
00:31:55.100 --> 00:31:56.130
Jennifer Kirkland: Brian, if I may.

191
00:31:56.130 --> 00:31:56.780
Jennifer Kirkland: Okay.

192
00:31:56.970 --> 00:31:58.400
Brian Tegtmeyer: Yes, Jennifer, please.

193
00:31:59.000 --> 00:32:14.270
Jennifer Kirkland: Thank you. I'd like to highlight Colorado's experience with these updated minimum training guidelines. I'm sorry to say that Colorado is one of the few states left that does not have any mandated minimum training.

194
00:32:14.460 --> 00:32:26.570
Jennifer Kirkland: recommendations or standards. However, in the absence of mandates, Colorado has a committed group of people that has worked to develop voluntary standards.

195
00:32:26.570 --> 00:32:33.239
Jennifer Kirkland: And that voluntary standard is based on the updated minimum training guidelines that we've been highlighting here today.

196
00:32:33.240 --> 00:32:50.349
Jennifer Kirkland: Colorado was able to take these, and adopt them as their own standard, and then we worked to get all of our, not only 911 groups throughout the state, our NENA APCO chapter, our Public Safety Task Force, or our 911 Task Force.

197
00:32:50.350 --> 00:32:58.690
Jennifer Kirkland: but also our field responder partner, statewide entities, such as our EMSAC Emergency Services

198
00:32:58.690 --> 00:33:17.130
Jennifer Kirkland: Emergency Medical Services Association of Colorado, our Colorado Association Chiefs of Police, our Sheriff's Officers Association, and we are working with our Fire

Chiefs as well. All of those agencies have adopted or endorsed our voluntary minimum training standard.

199
00:33:17.130 --> 00:33:28.300
Jennifer Kirkland: Which is a huge deal for Colorado, being a home rule state, to get all of those agencies to adopt and agree on a voluntary standard that is based on this,

200
00:33:28.560 --> 00:33:31.689
Jennifer Kirkland: This minimum training guideline that we've been talking about.

201
00:33:31.690 --> 00:33:55.200
Jennifer Kirkland: The next steps are, we are building a curriculum, the goal being to take this curriculum and teach it throughout the state for free. We know that one of the barriers to meeting a standard or meeting this guideline could be cost and time, and we're trying to remove that. I'm also happy to report that Colorado does a

202
00:33:56.450 --> 00:34:21.330
Jennifer Kirkland: information gathering survey every year, and of the agencies that reported back to us, the majority are already meeting the voluntary standard that we built, and the rest of them are telling us what the barriers are so we can address those. So that's one way that you can take this guideline and apply it to your own agency or to your own state.

203
00:34:21.330 --> 00:34:25.370
Jennifer Kirkland: And if those of you who are listening are in a state that

204
00:34:25.370 --> 00:34:43.299
Jennifer Kirkland: is not subject to minimum training standards like Colorado is, we are happy to share our process and assist anybody else in that as well. So that's my… those are my thoughts on what the future is, and I'm interested to hear what all the other panelists' thoughts are.

205
00:34:44.110 --> 00:35:00.639
Brian Tegtmeyer: Yeah, Jennifer, thanks. I think that's great, and I think one thing you hit on that is really important, especially if anyone on today's webinar is opening the document for the first time, is that this is a guideline of what a telecommunicator needs to know or needs to be trained on. It's not a curriculum.

206

00:35:00.760 --> 00:35:13.219
Brian Tegtmeyer: And I think that, you know, when I talk to people in the field, or I've gotten feedback on this along the way, and quite honestly, I remember when the very first version came out in 2016, it, you know, you're like.

207
00:35:13.220 --> 00:35:33.530
Brian Tegtmeyer: You're like, this is the foundation, as everyone has said so far, but it's not curriculum, meaning you cannot just open this document and start training your telecommunicators. If you're in a state developing state training requirements, this is the guideline of what those requirements should contain, and the curriculum should be developed off of it.

208
00:35:34.170 --> 00:35:42.770
Brian Tegtmeyer: Additionally, if you're in a PSAP, and you're like, “Well, I don't know what my state's doing, I just want to make sure we're operating at the highest level of training,” then the PSAP

209
00:35:42.770 --> 00:35:57.780
Brian Tegtmeyer: can take this document and say, “Here is our curriculum.” Now, you can also pair that with national training that is out there and available that is going to meet these requirements and fill in, and then if they don't meet a specific topic, as this is new.

210
00:35:57.780 --> 00:36:14.980
Brian Tegtmeyer: Then you fill in those gaps. If there's a gap, you know what you might be missing now with this new document of, hey, this training… our… today's training program doesn't include that. And I think that's just a huge point as somebody who worked on statewide training in Illinois myself for many, many years.

211
00:36:14.980 --> 00:36:27.000
Brian Tegtmeyer: And having been involved in training is for people to be aware, especially also when it gets to the continuing education section in Annex B that you've all created, is, again.

212
00:36:27.000 --> 00:36:41.740
Brian Tegtmeyer: that's topic-based, right? It's not, here's the curriculum, here's what you need to know. These are the things you need to go find out about, or go find training for. But that's great. Those resources exist, the information is out there, but there's a…

213

00:36:41.740 --> 00:36:56.629
Brian Tegtmeyer: I don't know, I would call it a shared responsibility for the industry to build upon this, and from a state level, like you just described in Colorado, as well as at a local level at any PSAP. Which of my panelists want to go next? Steve, I think I saw you, ready to go.

214
00:36:56.900 --> 00:37:20.700
Steve Devine: Yeah, Brian, first off, in states like Colorado, and the good news is there's only a handful left, but there are some that the training… minimum training guidelines haven't been established and aren't required. It takes leadership by people like Jennifer, who've gone to push that and to drive that. That doesn't happen in those states without the Jennifer Kirklands of the world advocating for those things, first off. Secondly, when we talk about next-gen.

215
00:37:20.740 --> 00:37:45.659
Steve Devine: 911 and next-gen architecture, it really has a community element to it. We're talking about a technology that allows calls to roll from one facility to another and from one ECC to another. So there's a community based on that, making sure that there's a baseline level of capabilities and awareness of how those calls operate. So let's not forget about the community piece, whether we see instances where

216
00:37:45.660 --> 00:38:04.940
Steve Devine: call can go from one country to… one side of the country to another, but more importantly, it's in that community when something happens, and they're able to share that load. So let's not forget about the community benefits with regard to the ability to self-harm and self-heal the way that those calls impact, and the way that we could serve those customers.

217
00:38:05.520 --> 00:38:07.269
Brian Tegtmeyer: Yeah, Leah, thoughts on that?

218
00:38:07.270 --> 00:38:14.739
Leah Missildine: I want to add something to what Steve just said about the community, because the state of Alabama had legislation passed in 20…

219
00:38:14.840 --> 00:38:18.229
Leah Missildine: 22, for minimum

220
00:38:18.350 --> 00:38:27.819

Leah Missildine: training guidelines and requirements. And I'll just say, we did not know how many public safety telecommunicators we had in the state of Alabama.

221
00:38:27.970 --> 00:38:29.110
Leah Missildine: before.

222
00:38:29.120 --> 00:38:47.619
Leah Missildine: that started. Before we became responsible for delivering the training, paying for the training, saying what the training would be, or what it would encompass. And we're in such a data-rich world now, and we have a lot of, maybe, hypotheses about things, and about 911,

223
00:38:47.620 --> 00:38:57.329
Leah Missildine: But until we can say exactly how many public safety telecommunicators we have, what the shifts that they are working, and all of that.

224
00:38:59.520 --> 00:39:01.949
Leah Missildine: we need to, you know, I…

225
00:39:02.410 --> 00:39:06.279
Leah Missildine: I look forward to being able to apply what we learn

226
00:39:06.480 --> 00:39:12.300
Leah Missildine: wholesale to the community. Again, picking… picking the parts that,

227
00:39:12.710 --> 00:39:20.430
Leah Missildine: That, apply to your agency. But I'll just say in the state of Alabama, it gave us… essentially.

228
00:39:20.590 --> 00:39:28.019
Leah Missildine: not just a doorway to deploy Next Generation 911, but to really get to know the people sitting in the seat. And then…

229
00:39:28.340 --> 00:39:41.259

Leah Missildine: quite frankly, everything became a touch easier or smoother, from there, is this is a mandate placed on us by the legislature to make certain that local governments

230
00:39:41.370 --> 00:39:43.650
Leah Missildine: Meet.

231
00:39:43.760 --> 00:39:54.799
Leah Missildine: along with the state board, but also we became their partner in this next iteration of training and certification. And it was… it was a big bonus in the state of Alabama.

232
00:39:55.810 --> 00:39:59.480
Brian Tegtmeyer: That's great, really appreciate that. Ty, thoughts on what's next?

233
00:40:00.260 --> 00:40:08.150
Ty Wooten | IAED: You know, I think… really, it's exactly what all three of the other panelists have talked about. I… I…

234
00:40:08.380 --> 00:40:19.230
Ty Wooten | IAED: You know, Steve, your comment about the community, I think, is very important. And I remember back when we started this process back in 2013,

235
00:40:19.320 --> 00:40:30.949
Ty Wooten | IAED: You know, one of the key components of that discussion was, where are we going in next generation number one? We want the standard of care to be the same

236
00:40:31.050 --> 00:40:50.990
Ty Wooten | IAED: whether you are, you know, answered in this community or across some arbitrary jurisdictional boundary, and we want it to be the same, and the expectations be the same. And I think that that's an important aspect. I think as we look forward.

237
00:40:52.430 --> 00:41:08.399
Ty Wooten | IAED: the future is bright with the types of training that we might be able to engage and employ, and I think, you know, the opportunities are really limitless for us as we look to the future of

238

00:41:09.000 --> 00:41:15.559
Ty Wooten | IAED: Training, and where does this document and how does this document continue to evolve over time?

239
00:41:16.590 --> 00:41:19.729
Brian Tegtmeyer: Yeah, I think that's an important part, and obviously.

240
00:41:20.120 --> 00:41:37.979
Brian Tegtmeyer: talked a lot in the past over, you know, that initial public safety telecommunicator training, and what it was like 30 years ago when I started my career, and what I hope is different now. And hope is still something, as Leah mentioned, is something we're not measuring, right? We're not measuring

241
00:41:38.040 --> 00:41:50.070
Brian Tegtmeyer: Of the 54 to 5,600 911 centers across our nation, are… what percentage of those are putting a minimum training in front of their telecommunicators

242
00:41:50.070 --> 00:42:04.869
Brian Tegtmeyer: that would meet, obviously, state laws if they have them, but in the states that don't, would meet the minimum expectations of this document. Over 30 years ago, when I started in this industry, I was the first

243
00:42:04.870 --> 00:42:12.860
Brian Tegtmeyer: 911 Telecommunicator and my agency to go through an official training program. And I know that, you know.

244
00:42:12.860 --> 00:42:24.949
Brian Tegtmeyer: there probably, unfortunately, are still agencies today where that program is not as well-defined as it should be. And I think that's… that's really the key to our success as an industry.

245
00:42:25.160 --> 00:42:41.299
Brian Tegtmeyer: We'll go ahead and move to the next slide, and I want everyone that's online with us, feel free to put a question in the Q&A section. There's another link, we put a link in the Q&A section as well to the document. You can scan this on the phone to get to it as well.

246

00:42:41.320 --> 00:42:46.169
Brian Tegtmeyer: But, please feel free to ask some questions. We've got one question in there right now.

247
00:42:46.350 --> 00:42:52.210
Brian Tegtmeyer: And I'll look to Jennifer to see if you can answer the question we've got in the Q&A.

248
00:42:53.450 --> 00:43:09.090
Jennifer Kirkland: Thanks, Brian. So the question is, “for those that already provide a countywide 911 academy for telecommunicator professionals, what is the recommended process for determining whether the program meets the updated guidelines? Maybe a simple checklist with recommended CDE hours.”

249
00:43:09.090 --> 00:43:33.950
Jennifer Kirkland: And this is a great question, because it's a massive lift, right, to determine what is new and what isn't. In Colorado, I can't say that this is the recommended process, because I don't know that the four of us have a recommended process, but what we did in Colorado was I took an Excel spreadsheet, and I put all of the Annex A topics into the spreadsheet.

250
00:43:33.950 --> 00:43:58.940
Jennifer Kirkland: And then I went through it and looked for the topic in our existing material. And if it existed, then I put, you know, which module that was in, and color-coded it, and then did that for all of those Annex A topics, and what was left over was the material that we knew we needed to build, new, and went from there. So I wouldn't say that it's an easy process, but it can be a

251
00:43:58.940 --> 00:44:04.129
Jennifer Kirkland: methodical one, and it worked… it worked for us here in Colorado.

252
00:44:04.540 --> 00:44:06.240
Brian Tegtmeyer: Well, and not to…

253
00:44:06.240 --> 00:44:17.039
Ty Wooten | IAED: I think the other way to do it also is if you… if you're working with an established provider, right, whether it be the APCO,

254
00:44:17.150 --> 00:44:23.420
Ty Wooten | IAED: basic course, or the academy's ETC, or whatever.

255
00:44:23.550 --> 00:44:31.850
Ty Wooten | IAED: version you have, you know, just be in tune also to updates from them. I know in

256
00:44:32.280 --> 00:44:46.459
Ty Wooten | IAED: from the academies, we're working on updates to the ETC program that should be coming out in the next few months. So, you know, that next version, and I'm sure

257
00:44:46.460 --> 00:44:58.169
Ty Wooten | IAED: all of the current providers are working through those processes currently as well. So, you know, just stay tuned to that if, for those of you who are working with

258
00:44:58.630 --> 00:45:01.220
Ty Wooten | IAED: Established training programs already.

259
00:45:01.940 --> 00:45:05.720
Jennifer Kirkland: Yeah, and NENA's working on updating the TCC class as well.

260
00:45:07.620 --> 00:45:08.140
Steve Devine: Yeah.

261
00:45:08.140 --> 00:45:09.660
Brian Tegtmeyer: Yeah, those are great comments.

262
00:45:09.660 --> 00:45:24.520
Steve Devine: I'm sorry, I think it's important as well that this foundational training, like any foundation, is… what you build is only as good as the foundation. How the responders in the field, how they utilize data, how they change, so…

263
00:45:24.520 --> 00:45:38.339

Steve Devine: So, we're gonna have a… we need to have a foundation for training that will support the nuances and changes, because as technology evolves and the capabilities of other ECCs and PSAPs, as well as police, fire, and EMS in the field change.

264
00:45:38.340 --> 00:45:50.539
Steve Devine: then maybe there's going to be the need to review those things and adapt and change the processes in order to accommodate and to continue to be as efficient as possible. So, without this foundational training, we're building a house

265
00:45:50.540 --> 00:46:00.210
Steve Devine: somewhat on… we're building those additional layers and those additional trainings and capabilities on a less-than-firm foundation. I think that's… that's an important part.

266
00:46:01.390 --> 00:46:08.680
Ty Wooten | IAED: Yeah, I would agree. I think it's important to, again, emphasize, I think, Steve, you brought it up earlier, you know, that

267
00:46:08.790 --> 00:46:11.049
Ty Wooten | IAED: This is also just the initial.

268
00:46:11.260 --> 00:46:15.190
Ty Wooten | IAED: And it's something in which additional

269
00:46:15.300 --> 00:46:21.200
Ty Wooten | IAED: Discipline-specific training and other additional training is required.

270
00:46:21.270 --> 00:46:36.730
Ty Wooten | IAED: It should not be the expectation that this… as soon as you get this done, you're… you're, you know, checked all of the boxes and you're good to go. Those additional training programs, whether it be EMD or EFD or EPD,

271
00:46:36.850 --> 00:46:40.980
Ty Wooten | IAED: Or… Or other specific training regarding

272
00:46:41.190 --> 00:46:56.099

Ty Wooten | IAED: NCIC or CGIS or other aspects is incredibly important, and we can't forget that. This just is the floor and the foundation, as Steve just mentioned. It's just the beginning point.

273
00:46:58.300 --> 00:46:59.730
Brian Tegtmeyer: That's a great comment.

274
00:46:59.840 --> 00:47:03.570
Brian Tegtmeyer: Let me add a couple of my own, is that, you know.

275
00:47:03.740 --> 00:47:07.760
Brian Tegtmeyer: In accordance with your agency's policies.

276
00:47:07.760 --> 00:47:28.970
Brian Tegtmeyer: This is also a great opportunity if you're comparing what your current training program is to these guidelines, to upload them both to your AI tool, if allowable, by your agency policy, and let the comparison start there. You might, you know, we're using technology like AI more and more, that's being talked about in these guidelines, and an opportunity to compare and contrast and build from

277
00:47:28.970 --> 00:47:44.170
Brian Tegtmeyer: you know, it's definitely something I would be doing, with this document if I was in an agency, with a training program. The other thing that I think is important and is a topic that I know the industry cares a lot about, which is our reclassification efforts.

278
00:47:44.170 --> 00:48:09.099
Brian Tegtmeyer: This document can be used for agencies to help update their job descriptions to get them in line with what the job really is. There is… this is probably one of the most current and up-to-date lists of what a telecommunicator should know in their initial training, and what their job likely contains, and therefore could be a great tool and resource if updating your job description

279
00:48:09.250 --> 00:48:13.259
Brian Tegtmeyer: Of which we know is important to the reclassification efforts.

280
00:48:13.260 --> 00:48:19.760

Steve Devine: Right. Brian, another thing is, AI is also, I think, within 5 years, maybe within 3 years,

281
00:48:19.760 --> 00:48:44.300
Steve Devine: CAD-to-CAD interoperability is no longer going to be an issue, because AI is going to be able to receive and translate those things. So what's the operational impact now of CAD-to-CAD no longer being… and there being a baseline degree of interoperability in that? What does that change? What's good about that? What's bad about that? What introduces new work? So those are just ancillary pieces, but I think AI, between that, as long as somebody is feeding AI the most recent updates.

282
00:48:44.300 --> 00:49:04.969
Steve Devine: is going to be able to interpret those different CADs and basically facilitate that, act as the man in the middle, which is a good man in the middle, not a bad man in the middle that we're used to. So I think those capabilities are there, but we need this training in place to be able to accommodate those necessary fluctuations and nuances to benefit from those, those improvements.

283
00:49:06.840 --> 00:49:07.790
Ty Wooten | IAED: 100%.

284
00:49:10.200 --> 00:49:17.259
Brian Tegtmeyer: Well, we've answered a couple questions in the chat. Let's see, we've got a next one here.

285
00:49:17.690 --> 00:49:26.100
Brian Tegtmeyer: from a state 911 perspective, if you're looking at instituting these guidelines, working with PSAPs, and getting them together,

286
00:49:28.420 --> 00:49:43.490
Brian Tegtmeyer: getting a group of various PSAP personnel together has really helped us look at our mandatory rating and update based off this. Okay, so that was a comment from Amanda. Thank you so much. That was a great comment. And I know Leah and Jennifer have already talked about some of those efforts at their state levels.

287
00:49:46.830 --> 00:49:49.140
Brian Tegtmeyer: Another question in the chat.

288
00:49:53.010 --> 00:49:58.819
Brian Tegtmeyer: There's a question, I'm gonna put it to one of you as subject matter experts on the document. There is,

289
00:49:58.920 --> 00:50:15.309
Brian Tegtmeyer: “As a crisis text… crisis text line manager, where do we have interactions with crisis call lines?” I think we have it under 988-911 interactions as a required training topic. Does anyone want to be able to point to it better?

290
00:50:15.720 --> 00:50:20.780
Ty Wooten | IAED: No, you're spot on, Brian. It's mentioned

291
00:50:20.860 --> 00:50:36.400
Ty Wooten | IAED: Specifically in the 988-911 interactions, but it's also talked about, in the interactions, for callers in crisis. So, it's… it's hitting a couple different spots in the document.

292
00:50:36.450 --> 00:50:51.930
Ty Wooten | IAED: Again, it's not, it doesn't, as Brian made mention of earlier, this is not the curriculum. It is, though, definitely a topic that is key and important to be discussed and a part of your training program.

293
00:50:53.870 --> 00:51:13.840
Brian Tegtmeyer: Yeah, and we have a follow-up question that's very similar from Jeremy, and I think that answer still remains, is that, again, it's definitely mentioned as a topic that needs to be covered, and then how your local agency interacts with your alternate responders is what you would need to put in your training curriculum, because that's what you have to instruct your team

294
00:51:13.840 --> 00:51:19.940
Brian Tegtmeyer: to do. So that becomes an agency-level decision, because our alternate responses definitely vary

295
00:51:19.940 --> 00:51:33.529

Brian Tegtmeyer: By structure, format, process, from agency to agency. So, definitely listed as something that should be in your training, and then it's incumbent upon the user to identify the appropriate curriculum.

296
00:51:34.000 --> 00:51:44.800
Steve Devine: Even the availability, even the availability, some of those are 16-hour-a-day availabilities as compared to 24, so you gotta know what your neighbor's doing in order to really get the benefit of these things.

297
00:51:45.230 --> 00:51:56.350
Brian Tegtmeyer: Yeah, and we definitely have it in there, just even talking about the public safety team under roles and responsibilities, we identify a much broader team than we did, I think, in the first version.

298
00:51:57.350 --> 00:51:57.730
Ty Wooten | IAED: Very.

299
00:51:57.730 --> 00:52:00.069
Brian Tegtmeyer: Because our world has gotten broader, right?

300
00:52:00.070 --> 00:52:10.120
Ty Wooten | IAED: Right, and our world has definitely gotten larger. The number of agencies and people that we interact with on a daily basis is so important.

301
00:52:13.570 --> 00:52:24.430
Brian Tegtmeyer: All right, great questions. We've got a couple minutes left. You know, if there was one thing in this document that you would point to and make sure every center knew, what would that be?

302
00:52:31.590 --> 00:52:35.450
Jennifer Kirkland: I'll go first, because I can see everybody's thinking.

303
00:52:36.000 --> 00:52:44.849
Jennifer Kirkland: if I was going to point to one thing in the document, it's not a one light item. It's more about the fact that,

304
00:52:45.170 --> 00:52:47.200
Jennifer Kirkland: Yes, it's scalable.

305
00:52:47.620 --> 00:53:00.860
Jennifer Kirkland: But you should look at the document as a whole for your 911 center, and make sure that you are covering every single topic, even if, for example, if your agency isn't taking video to 911 yet.

306
00:53:00.900 --> 00:53:25.220
Jennifer Kirkland: having something in your training program that says, hey, our agency isn't taking video to 911, and these are the reasons why, but you should know that other agencies are taking video to 911, because somebody might call 911 and expect to send us a video, and we need to not be taken by surprise about that in the moment. So, my one thing, my one takeaway is

307
00:53:25.220 --> 00:53:39.340
Jennifer Kirkland: Please take a look at the document, build your curriculum to meet the needs of your training program, but make sure that all the topics are covered, at least at an awareness level and to the depth that they need to be for your agency.

308
00:53:39.850 --> 00:53:49.690
Brian Tegtmeyer: Jennifer, that's an amazing point, and I know it was discussed often in the convening of the three years it took to finish this document, is that, you know, as a…

309
00:53:50.380 --> 00:53:53.899
Brian Tegtmeyer: As an entry-level telecommunicator in this industry.

310
00:53:53.980 --> 00:54:10.239
Brian Tegtmeyer: you know, there are things that you should know and understand, regardless of whether your center does them or not, and how you interact with it. And it's just making that thing that we're striving for, which is that professionalism of this industry, which means I may need to know and understand some things

311
00:54:10.240 --> 00:54:18.630
Brian Tegtmeyer: even if I don't do them in my center, and that was talked about earlier, talking about whether you're a police-only, fire-only, EMS-only, you should still understand basics of

312
00:54:18.630 --> 00:54:23.670
Brian Tegtmeyer: Of everyone's experience in this, regardless of what you yourself are doing.

313
00:54:23.670 --> 00:54:24.230
Steve Devine: Hmm.

314
00:54:24.590 --> 00:54:25.470
Steve Devine: Agreed.

315
00:54:26.920 --> 00:54:30.120
Brian Tegtmeyer: Couple other questions popped into the chat,

316
00:54:30.640 --> 00:54:42.860
Brian Tegtmeyer: What about states for, like, Florida, who do have a state certification curriculum with minimum requirements? What suggestions do you have on them updating those state requirements, with the new recommended requirements?

317
00:54:44.240 --> 00:54:52.429
Ty Wooten | IAED: I think it's important to just kind of do the due diligence. I mean, this is… this is not something that,

318
00:54:52.610 --> 00:55:01.050
Ty Wooten | IAED: Obviously, it took us 3 years to update it. I think it's important that, one, states recognize that

319
00:55:01.440 --> 00:55:12.620
Ty Wooten | IAED: the… there is a new update to the recommended minimum training guidelines. Number one. Number two, you know, evaluate their current training programs against it.

320
00:55:12.730 --> 00:55:22.060
Ty Wooten | IAED: Just to make sure that it is met, or meeting all of those minimum requirements… or guidelines.

321
00:55:22.230 --> 00:55:27.550
Ty Wooten | IAED: you know, it's an iterative process. It's not something that you can just,

322
00:55:27.790 --> 00:55:31.400
Ty Wooten | IAED: unfortunately snap your finger and do, but I think

323
00:55:31.580 --> 00:55:39.479
Ty Wooten | IAED: You know, convening a group to make sure that the effort is being accomplished is the first task.

324
00:55:39.480 --> 00:55:40.150
Steve Devine: Right.

325
00:55:40.330 --> 00:56:02.660
Steve Devine: Yeah, I think Ty's right. I think, looking at the document, comparing it to what's going on in Florida or any other state, and maybe there's a degree of integration that's applicable, maybe there's some areas that, that the new minimum guidelines don't eclipse the current capabilities in that state, but to acknowledge and digest it, and then look at your capabilities and where you can improve, I think is key.

326
00:56:04.030 --> 00:56:04.960
Ty Wooten | IAED: Absolutely.

327
00:56:05.360 --> 00:56:28.649
Brian Tegtmeyer: Yeah, and in the states that have requirements, it's also going to depend on what those requirements are. Some specifically call out what the training should consist of, and actually others refer to this document in its previous format. So, I think it's important to understand that that may vary. We have one last question in our Q&A that I want to get your guys' thoughts on, and that is.

328
00:56:28.940 --> 00:56:44.749
Brian Tegtmeyer: how or are we aware of any states who had resistance from larger groups that prevented them from adopting minimum training guidelines? Were they able to overcome it? So we mentioned there's about 40 states now that have minimum training guidelines. I'm sure

329

00:56:45.090 --> 00:56:51.469
Brian Tegtmeyer: some of those states had some obstacles to overcome. Can anyone on the panel identify and share some of those obstacles?

330
00:56:52.040 --> 00:57:08.149
Leah Missildine: I'm happy to take that one, Brian. We did, in Alabama, we had other groups that were resistant to the 911 community implementing these standards. What we had to do was, one, quite frankly, we did a comparison side-by-side of

331
00:57:08.150 --> 00:57:24.719
Leah Missildine: Other… other professional minimum training guidelines and these, and kind of showed how these are simply a base, simply a base, and all of… most all of the other, disciplines that we presented to

332
00:57:24.720 --> 00:57:29.260
Leah Missildine: were, I mean, eclipsed the number of hours for 911.

333
00:57:29.260 --> 00:57:49.560
Leah Missildine: tenfold sometimes. Also, we went an extra mile in the state of Alabama to fund that training. We basically tried to remove all the obstacles that we could. We tried to meet those organizations where they were, and then make that training available to them in whatever format that they could

334
00:57:49.560 --> 00:57:59.930
Leah Missildine: Consume it, whether if they couldn't afford to send people with, Travel cost, or registration, or…

335
00:58:00.250 --> 00:58:19.169
Leah Missildine: sending them outside of the 911 Center off shift, we made it available to them online. So we did a number of different things to make certain that we removed the obstacles, quite frankly, and just made it readily available to them in the way that they said that they needed it, and could consume it, or complete it, and be successful.

336
00:58:22.090 --> 00:58:23.800
Brian Tegtmeyer: Great. Thank you.

337

00:58:24.440 --> 00:58:40.690
Brian Tegtmeyer: Well, this, you know, concludes our webinar for today. I want to thank all of our speakers again for their participation, their wealth of information, and their work on this project, as well as all the other members of the team that worked

338
00:58:40.690 --> 00:59:01.319
Brian Tegtmeyer: on updating this guideline over a 3-year period of time. Again, I think it's important to stress this is not a… while NHTSA's National 911 Program helped convene this, it's not our document, this is not a federal document, this is a guideline from the stakeholder community and all of the participants, and we're very proud for the work that was done.

339
00:59:01.320 --> 00:59:03.749
Brian Tegtmeyer: And the final result.

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00:59:03.940 --> 00:59:15.740
Brian Tegtmeyer: So, if you want to learn more about this, document or any resources, visit 911.gov, and this concludes our State of the 911 webinar.

341
00:59:15.740 --> 00:59:34.489
Brian Tegtmeyer: My contact information's on the next slide, as well as my Deputy Coordinator, Joni Harvey. If you've got any questions for us, please reach out, or you can email us at our NHTSA National91 at DOT.gov email. Thank you again for joining us, and we appreciate all of your work and dedication to 9-1-1.

342
00:59:35.430 --> 00:59:36.200
Steve Devine: Thank you.