Certification Board

**Meeting Minutes
of the 911 Certification Board
Bi-Monthly Meeting
September 14, 2023**

I. Opening of Meeting

a) With confirmation of quorum, Richard Kirton called the meeting to order at 1:15pm.

II. Approval of Minutes

a) Motion to approve the meeting minutes of the July 13th Certification Board Meeting.

**Motioned by: Tom Handy   Seconded by: Erin Gauthier
All in Favor   Motion Passed**

III. Requested Reports

a) Jason Fritz, Chair of the 911 Authorities Committee, presented the Board with recommended WACs. **[See Attachment A]**

   i) The Board held discussions and sent some recommended edits back to the said subcommittee; all agreed to bring any additional recommended edits to the next scheduled meeting of the Board.

IV. Discussions & Decision Making

a) The Board held discussions on the report (Recommended State Training Topics) provided previously by the Training Subcommittee. **[See Attachment B]**

b) The Board held discussions on the report slides previously provided by the Training Subcommittee. Going through slides #16-#24 **[See Attachment C]** the board went through each recommendation and decided on one of three options: adopt, modify, or reject.

   i) Motion to accept recommendation #2 "Required Training Outcomes".

**Motioned by: Erin Gauthier   Seconded by: Tim McKern
All in Favor   Motion Passed**

27   ii)   The Board agreed to modify recommendation #3 (Certification Standards from other States)
28   and appoint a workgroup to take a deeper look at this item; workgroup to consist of Aimee
29   Fournier-Plante (member of the Board), Katrina Rahier and Suzie Biscarret (State Office
30   Training Program), and a few members of the 911 AC Training Subcommittee.

31   iii)   The Board agreed to modify recommendation #5 (6. How many hours should be required for
32   recertification) and have the Training Subcommittee reevaluate the recommended 24 hours
33   make sense based on training topic lists, what other states/professions require, how much
34   training is necessary to keep telecommunicators current with best practices.

35   c)   Due to time constraints, discussions were tabled until the next scheduled Board meeting.

V. Public Comment

37   a)   There were no comments from the public.

VI. Adjournment

39   a)   Having reached the end of the scheduled meeting time, Richard Kirton adjourned the meeting
40   until Thursday, September 28th at 1:15pm.

Attachment A

Chapter 118-??

CERTIFICATION OF PUBLIC SAFETY TELECOMMUNICATORS

118-??-???

Purpose.

The purpose of chapter118-?? WAC is to create rules for the certification of Public Safety Telecommunicators by assuring that standards are adopted pursuant to RCW 38.60.050 [Statutory Authority: RCW 38.60.050, effective ??/??/????.]

118-??-???

Definitions.

The following definitions shall apply when used in the chapter 118-?? WAC:
(1) **"Certification board"** means the voluntary public safety telecommunicator certification board.
(2) **"Public safety answering point"** includes primary public safety answering points that receive 911 calls directly from the public and secondary public safety answering points that receive 911 calls only on a transfer or relay basis from the primary public safety answering point.
(3) **"Public safety telecommunicator"** means a first responder working in a primary public safety answering point, regardless of title, who has successfully completed the training, certification, or recertification standards established in the state of Washington. This includes an employee of the state, a local public agency, or an independent governmental agency whose primary responsibility is to receive, process, transmit, or dispatch 911 emergency and nonemergency calls for law enforcement, fire, emergency medical, and other public safety services by telephone, radio, or other communication devices and includes an individual who promoted from this position and supervises individuals who perform these functions.

118-??-???

Certification

(1)All Public safety telecommunicators employed at a Washington Primary PSAP who are working independently as defined by the agency on (the effective date of the WAC) will receive their first certification.
(2) Public safety telecommunicators certified under this provision must complete any additional training implemented as part of the initial WAC adoption as part of their initial recertification.

118-??-???

Certification Timeline

(1) Public safety telecommunicators currently employed who do not meet above requirements and those hired after (the effective date of the WAC) must achieve certification within 18 months by meeting the requirements established by the state certification board. Agencies may request a 6-month extension through the State 911 Coordination Office (SECO)

118-??-???

Recertification

(1) Initial recertification is required within 2 years, subsequent recertification every 3 years.

(2). Certification expirations will be tied to the calendar year in April and October (for example those who receive initial certification from October 2024 through March 2025 will expire in April 2027. Those who receive initial certification from April through September 2025 will expire in October 2027.)

(3). A grace period will be allowed for those on extended leave (ie Military, FMLA, etc) whose certification expired while they are on leave. Provided that the individual must complete the recertification requirements prior to working independently, as defined by the agency, as a Public safety telecommunicator.

(4)A grace period will be allowed for public safety telecommunicators who leave employment during their initial 2-year certification period and return with (x-months) after their certification expires. The individual must complete the recertification requirement prior to working independently, as defined by the agency, as a Public safety telecommunicator.

(5)Certification remains in place if a Public safety telecommunicator changes agencies while certification is still in place.

118-??-???

Appeals

(1) SECO makes initial determination based upon Certification Board established criteria
(2) Agency or individual may submit appeal of SECO decision to full certification board

Attachment B

What topics are recommended for a Washington State Telecommunicator Certification?

Information gathered from attendees of the APCO/NENA Spring Forum Training Track.

Suggested Training Topics are sorted among seven Core Competencies.

Core Competencies designed by previous Washington Criminal Justice Training Center workgroup.

Many topics may fall under multiple Core Competencies. Items marked with an asterisk (*) may be agency specific and briefly covered at the state level.

1. Equipment
   a. CAD
   b. CAD Down/Backup CAD
   c. Phones
   d. Radio
   e. Backup Center
   f. COOP Plans
   g. Text-to-911
   h. Cameras
   i. TTY
   j. *Remote Dispatch
   k. ESInet
   l. Playback Recording Software
   m. NAWAS

2. Call Processing
   a. General
      i. Type Codes/Call Nature
      ii. Terminology
      iii. Dispatch Procedures/Techniques
   b. Call Taking
      i. 6 W's
      ii. Interview Techniques
      iii. Levels of Questioning
      iv. Call Formatting
      v. Types of Callers
      vi. Prioritization
      vii. Documentation
      viii. *ProQA

    c. Law
- i. High Risk/Low Frequency
- ii. Alerts (Amber/Blue/Silver, etc.)
- iii. Active Shooter (including school shootings)
- iv. Crisis/Mental Health
- v. CIT
- vi. Suicidal Callers
- vii. NCMEC/Missing Persons
- viii. Domestic Violence

    d. Fire
- i. MCI
- ii. Hazmat
- iii. Aircraft Emergencies
- iv. Marine Incidents
- v. Helicopters (Air Ambulance)
- vi. Wildland Fires
- vii. ICS/NIMS
- viii. Mutual Aid
- ix. Multi-alarm
- x. Natural Gas
- xi. Wildlife
- xii. Specialty Teams (swift water, high angle rescue, CRT, railroad, etc.)

    e. EMS
- i. EMD/CBD
- ii. Terminology
- iii. CPR
- iv. First Aid

3. Resources
    a. ~~Technology~~
- i. RapidSOS, etc.
- ii. ~~DAPS~~ DRIVES
- iii. DOL
- iv. ACCESS
- v. FEMA
- vi. IT
- vii. Emergency Management
- viii. *LINX
- ix. *OMNIXX
- x. 988/crises hotline
- xi. Introduction to your Organization (i.e. APCO, NENA)

Board suggested corrections are marked in red

4. Policies and Procedures
   a. Liability
   b. Sexual Harassment
   c. HR Policies
   d. Records Management
   e. QA/QI
   f. EOP Training
   g. Interagency Operability
   h. Callouts (specialty teams, strike teams, task forces, coroner, SWAT, SAR, CRT)
   i. Critical/Unique Incidents (agency specific i.e.: dams, lahar, nuclear, sand dunes, etc.)
   j. certification

5. Interpersonal Skills
   a. Stress Management
   b. Diversity, Equity & Inclusion
   c. CISM/CISD
   d. CIT
   e. Compassion Fatigue
   f. Bias
   g. Customer Service
   h. Ethics
   i. Liability
   j. De-escalation
   k. Positive attitude & behavior
   l. Personal responsibility
   m. Adaptability
   n. Accountability
   o. Teamworking Skills

6. Communication
   a. Active Listening
   b. Communication Skills
   c. Phonetic Alphabet
   d. Abbreviations
   e. Comprehensive Narrative
   f. QA/QI
   g. Confidentiality

7. Geography
   a. ANI/ALI
   b. Phase 1/Phase 2
   c. General Geography

Attachment C
2. REQUIRED TRAINING OUTCOMES

- Recommended training outcomes were discussed at the APCO/NENA Washington Chapter spring forum

- Bloom's Cognitive Domain Taxonomy was used as framework for the recommendation

- *It is recommended that all required training teach to the "Comprehension/Understanding" level*

- Individual agency training programs will instruct telecommunicators to the "Application" level
  - For example, on the topic of CAD
    - State training should teach what a CAD does and the general concepts of how they are used by responders (Understanding level)
    - Individual agency training should teach how their respective CADs are used (Application level)
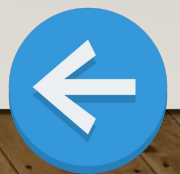
3. CERTIFICATION STANDARDS FROM OTHER STATES

- Other states certification standards were discussed at the APCO/NENA Washington Chapter spring forum

- A compiled list of those standards are presented in the document "Individual State Certification Standards"
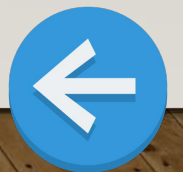
4. ORGANIZATIONS UTILIZED FOR STANDARDS GUIDANCE

- Organizations utilized for standards guidance were discussed at the APCO/NENA Washington Chapter spring forum

- *Further communications between TSC members is required before a recommendation may be made*

- *APCO will be a part of the recommendation*
  - Most agencies specifically utilize APCO in some capacity as their guide for training standards
  - Many agencies use SECO T1/T2 for standards
  - SECO T1/T2 Training was constructed with APCO as their guide for training standards
  - CALEA partners with APCO for setting their training standards
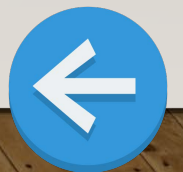
4. ORGANIZATIONS UTILIZED FOR STANDARDS GUIDANCE - CONTINUED

- Additional information is being gathered upon:

  - IAED/Priority Dispatch

    - Many agencies in Washington use their medical protocols system

    - Awaiting further information on what their training standards are based upon

  - Fire only PSAP's

    - What organizations are utilized for their guidance of training standards?
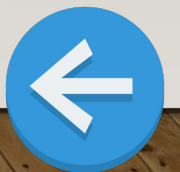
5. SHOULD WASHINGTON RECOGNIZE CERTIFICATION FROM OTHER STATES?

It is recommended that each state have its certification requirements vetted by a panel. If the panel decides an individual state's certification can be considered an equivalent to Washington's, Washington certification can be granted.

Rationale: This was an overwhelming majority in responses from the TSC Member's survey
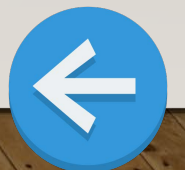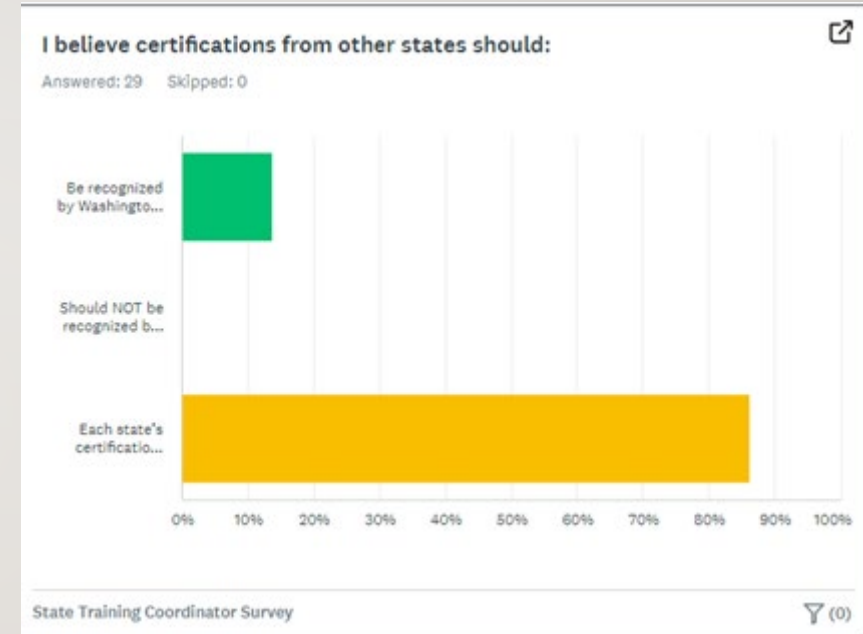
6. HOW MANY CE HOURS SHOULD BE REQUIRED FOR RECERTIFICATION?

It is recommended that 24 CE hours be required for recertification

Rationale: This was an overwhelming majority in responses from the TSC Member's survey. 24 hours also aligns with the State contract for deliverables, this would not cause a change for most agencies.
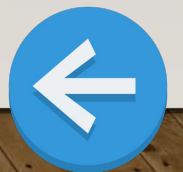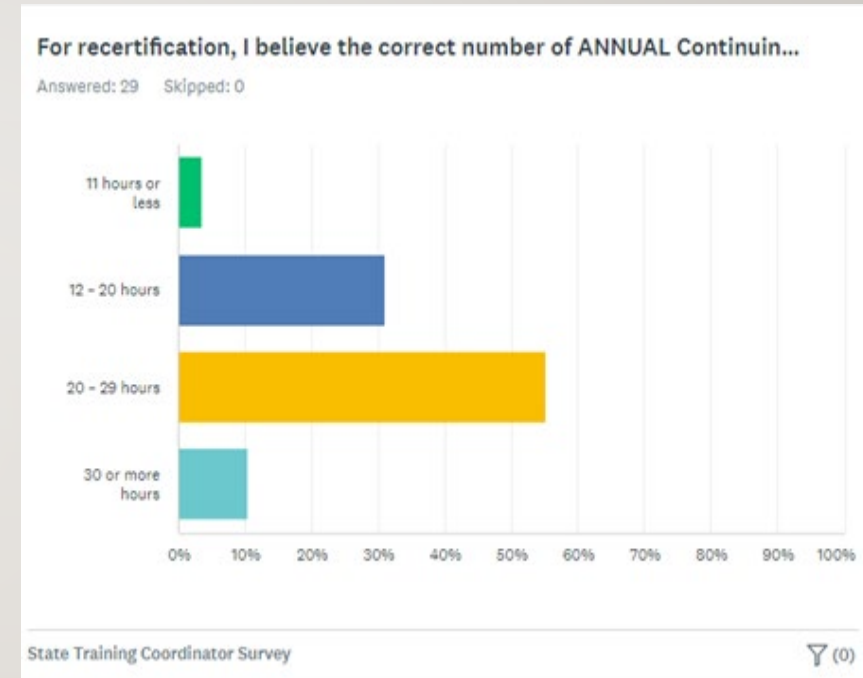
7. HOW SHOULD CE CLASSES BE VETTED?

It is recommended that a panel be used to vet courses for eligible CE hours

Rationale: The survey did not show a clear majority for one answer over another. However, the workgroup discussed that the recommendation of a panel would combine results for SECO and TSC, which *would* have an overwhelming majority.

The decision for whether a given Training should be counted as CE ho...

Answered: 29   Skipped: 0
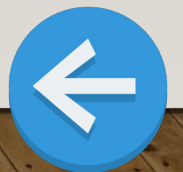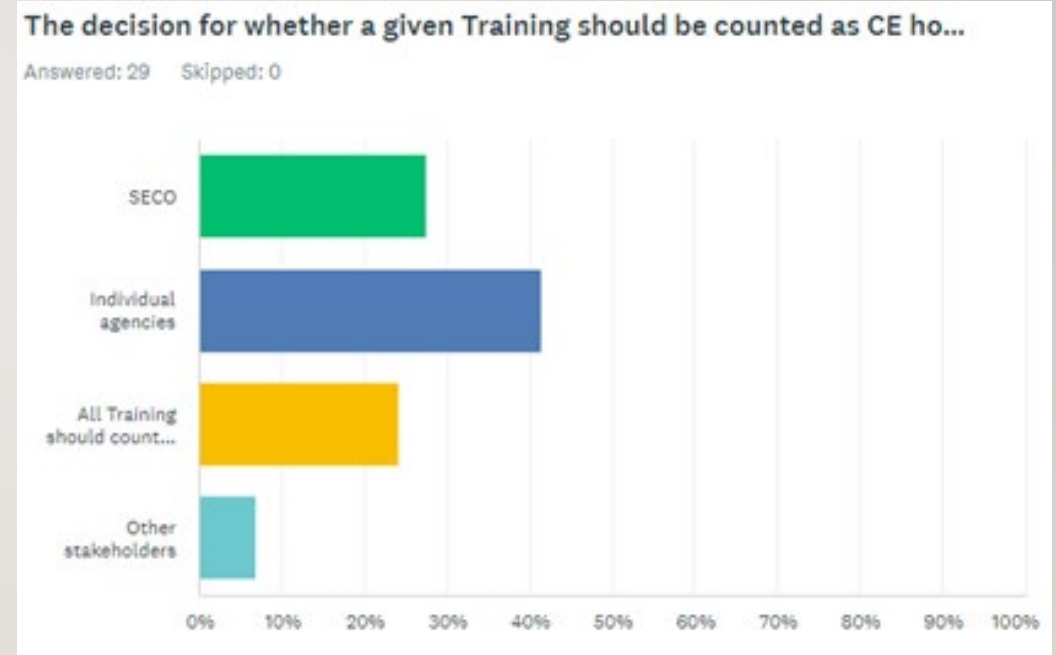
8. SHOULD THERE BE A STANDARDIZED TEST FOR RECERTIFICATION?

It is recommended that no test be required for certification

Rationale: On next slide.

I believe a standardized test should be taken and passed for RECERTI...

Answered: 29   Skipped: 0
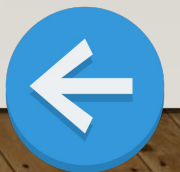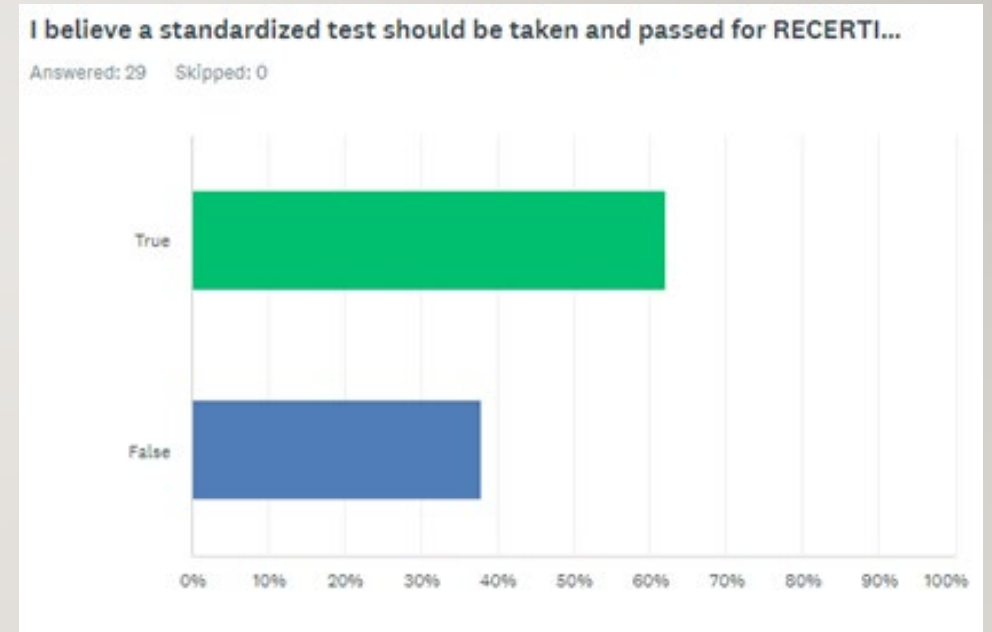
8. SHOULD THERE BE A STANDARDIZED TEST FOR RECERTIFICATION?

Rationale: The survey did demonstrate that most respondents stated that a test should be required for recertification. Further discussion by the workgroup brought up some points that warranted the recommendation in opposition to the survey results. Recertification will require a minimum CE requirement, and that should be the standard. APCO and SECO courses do not require a test for recertification. Should individual agencies desire a test, they could have the option of administering one to their employees.
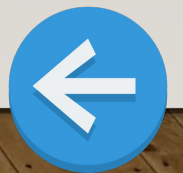
9. SHOULD OTHER STAKEHOLDERS, BESIDES SECO, BE INVOLVED IN REVIEWING PSAP TRAINING PROGRAMS FOR COMPLIANCE?

It is recommended that a panel be used to review PSAP training programs for compliance.

Rationale: The survey had two questions asking for input on which stakeholders should be involved in the certification process. The workgroup agrees with most responses, and a panel of SECO and TSC Members would provide the most benefit.
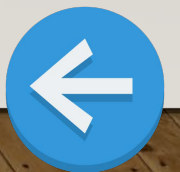
10. SHOULD AGENCIES WITH APCO/PROJECT 33 CERTIFICATION BE GRANDFATHERED FOR CERTIFICATION REQUIREMENTS (OR A MORE STREAMLINED PROCESS AVAILABLE)?

It is recommended that APCO/Project 33 be recognized as an equivalency to Washington certification requirements.
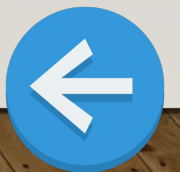
Rationale: The survey results show an overwhelming majority to allow for grandfathering of cert requirements.

Should agencies who have Training Programs certified through APCO (Project 33) be accepted as an equivalency?
Answered: 29 Skipped: 0
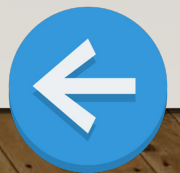
11. WHO SHOULD REVIEW THE STATE'S TRAINING PROGRAM?

It is recommended that a panel be used to review the state's Training Program

Rationale: The survey allowed for individual responses regarding this question. The responses were overwhelmingly in favor of the joint SECO/TSC Member panel.

12. HOW OFTEN SHOULD STATE AND LOCAL TRAINING PROGRAMS BE REVIEWED?

It is recommended that state and local programs be reviewed every three years

Rationale: The survey shows an overwhelming response for every three years. APCO's Project 33 also requires recertification requirements be met every three years.