

Certification Board

Meeting Minutes of the 911 Certification Board Bi-Monthly Meeting January 11, 2024

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I. Opening 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 December 14, 2023 meeting minutes.

Motioned by: Tom Handy
All in Favor

Motioned & Seconded
Motion Passed

III. Requested Reports and Recommendations

- a) WAC Development Recommendation.

- i) Jason Fritz, Chair of the 911 Authorities Subcommittee, provided a draft of the requested WACs [\[see Attachment A\]](#)
- ii) The Board clarified that the 24-hour training requirement would not be additional hours to the 24 hours required by state contracts.
- iii) The Board suggested some changes to the language.
- (1) Jason Fritz will take all clarifications and language changes back to said subcommittee as they continue their work on the WACs.
- iv) Motion to approve the language as it is written: "d. An initial certification test will be required. no test required for recertification. for all telecommunicators hired after the effective date of the WAC. (1/11/24)" [\[see Attachment B\]](#)

Motioned by: Tom Handy
All in favor

Motioned & Seconded
Motion approved.

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- 25 b) The Training Subcommittee Report and Recommendations.
- 26 i) Nothing new to report at this meeting, as work continues.
- 27 c) State Equivalency Report.
- 28 i) Nothing new to report at this meeting.
- 29 d) Community College Report.
- 30 i) Nothing new to report at this meeting.

31 **IV. Board Discussions**

- 32 a) The Board identified discussion topics that will be continued at future meetings:
 - 33 i) Call taker vs. Dispatcher
 - 34 ii) Recognition of certification from other states
 - 35 iii) Training Topics & Syllabus
 - 36 iv) Classroom vs. “hands-on” training
 - 37 v) Appeals

38 **V. New Business**

- 39 a) There was no new business to discuss.

40 **VI. Public Comment**

- 41 a) There were no comments from the public.

42 **VII. Adjournment**

- 43 a) Having covered all agenda items, Richard Kirton adjourned the meeting at 2:52pm.



ATTACHMENT A

Chapter 118-??

CERTIFICATION OF PUBLIC SAFETY TELECOMMUNICATORS

118-??-???

Purpose.

The purpose of chapter [118-??](#) 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**" has the same meaning as defined in RCW 38.60.020(1).
- (2) "**Public safety answering point**" has the same meaning as defined in RCW 38.60.020(2).
- (3) "**Public safety telecommunicator**" has the same meaning as defined in RCW 38.60.020(3)..

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



ATTACHMENT A

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) Public safety telecommunicators are required to obtain a minimum of 24 hours of training annually. Training may include a variety of topics as long as the required number of hours in identified training areas, as defined in the official training syllabus, is achieved within the specified time frame as referenced in WAC 118-??-?? (1).
- (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 six (6) month grace period will be allowed for those on extended protected leave whose certification expires while they are on leave. Provided that the individual must complete the recertification requirements prior to working, as a Public safety telecommunicator.
- (4) A six (6) month grace period will be allowed for Public safety telecommunicators who leave employment during their certification period and return within 6-months from their certificate expiration. The individual must complete the recertification requirement prior to working as a Public safety telecommunicator.
- (5) Certification remains in place if a public safety telecommunicator changes agencies while certification is still in place.

118-??-???

Training

- (1) In addition to federal requirements for the PSAP, Public Safety Telecommunicators shall be trained in eight (8) core competencies, components of which shall be identified, described, approved, and maintained by the Washington State Certification Board in an official training syllabus housed at the State Emergency Communications Office. The eight core competencies are;
 - (a) PSAP Equipment
 - (b) Call Processing
 - (c) Resources
 - (d) Policies and Procedures
 - (e) Interpersonal Skills
 - (f) Communication
 - (g) Geography
 - (h) Technology



ATTACHMENT A

- (2) Requirements for certification and recertification shall be vetted by a panel appointed by the Certification Board and comprised of members of the Certification Board, Washington State Training Subcommittee, and the State 911 Coordination Office.
- (3) State-approved training programs shall be reviewed biennially and should be consistent with industry standards;
- (4) Training in the required areas for recertification shall be identified in the official training syllabus and completed within the required time frame.

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

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Still under discussion. General concept: As part of the recertification application telecommunicators and agency will need to an attestation that they completed the required CE classes including course title, and job nexus.

d. **An initial certification test will be required. no test required for recertification.** for all telecommunicators hired after the effective date of the WAC. (1/11/24)

6. **Still under discussion?** Certification from other states may be recognized (on a case by case basis). A panel of SECO Training Staff, Training Subcommittee members and a member of the cert board will review equivalency applications and make a determination on a case by case basis.

7. Training Program Approvals (see certification board minutes from 3/9/23)

a. Agencies can send their folks to an approved certification class or submit their training programs for review. If program meets all of the certification requirements their telecommunicators will be able to take the certification test at the completion of the in house training.

Tom Handy
Jason Fritz
Karl Hatton
Myers, Katy
Erin Veron... Tim McKe...
Chris Law Richard Ki...
Bahier K

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