

High School & College Public Safety Telecommunicator Programs

Integrating Technology & Curriculum

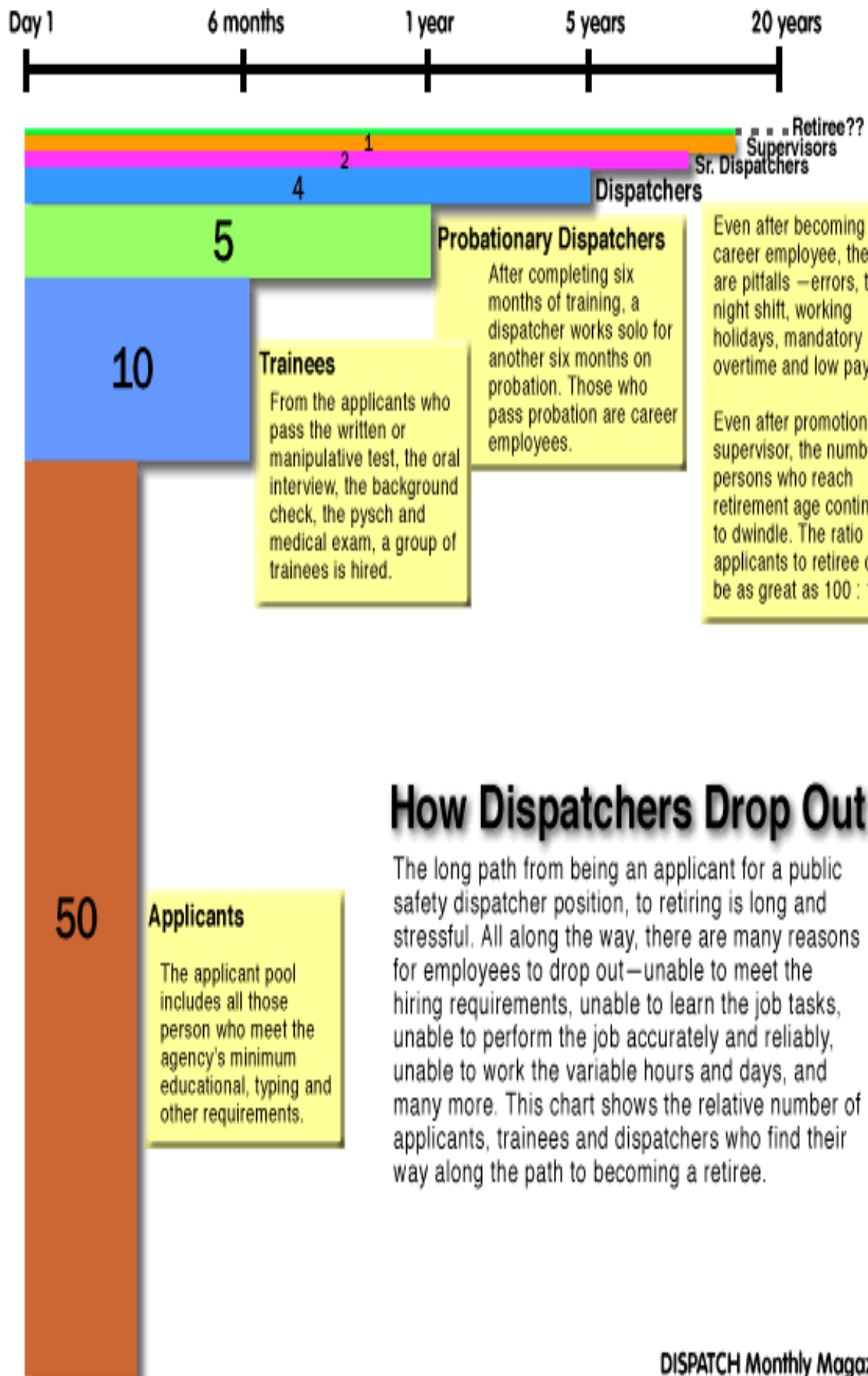
- SAVE Corporation's 9-1-1 (CAD) Computer Aided Dispatching/ Radio/Phone Training Simulators
- APCO National Telecommunicator 1 Curriculum & APCO Emergency Medical Dispatcher

Hiring Stats

- 46 % of new hires fail within 18 months of joining a company
- 11 % of those workers lose their job because they didn't have proper Skills
- 15 % failed because they had the wrong temperament for the job
- 17 % failed because they lacked motivation
- 23 % failed because they couldn't manage their emotions
- 26 % failed because they couldn't accept feedback

“Job No. 1 for Supervisors: Hiring the Right Person”

Michael Kinsman
www.lawcrossing.com



How Dispatchers Drop Out

The long path from being an applicant for a public safety dispatcher position, to retiring is long and stressful. All along the way, there are many reasons for employees to drop out—unable to meet the hiring requirements, unable to learn the job tasks, unable to perform the job accurately and reliably, unable to work the variable hours and days, and many more. This chart shows the relative number of applicants, trainees and dispatchers who find their way along the path to becoming a retiree.

Written Statement of
WANDA MCCARLEY
President of
THE ASSOCIATION OF PUBLIC-SAFETY COMMUNICATIONS
OFFICIALS (APCO) INTERNATIONAL and Operations and Training
Manager, Tarrant County 9-1-1 District, Ft. Worth, TX before the
UNITED STATES SENATE
COMMITTEE ON COMMERCE, SCIENCE AND TRANSPORTATION
April 10, 2007

Recruiting, retaining, and training communications center personnel, call takers, and dispatchers has proven to be one of the greatest challenges 9-1-1 faces today. Keeping this staff after they have been trained has become a daunting challenge for public safety.



SAVE CORPORATION EMERGENCY DISPATCHER TRAINING SIMULATORS



Student Call Takers/Dispatchers



***Student Role Players
Phone/E911 Callers***



***Student Role Players
Radio Field Units***



- ANI / ALI (Automatic Number Identification/Automatic Location Information) entry
- Full featured realistic simulation & multi-screen environment
- Creates student user histories with voice & data entry for future assessment & review
- Digital audio creates realistic sound environment with background sound features incorporated for both E-911 Caller and Radio Field Units
- Phone is TTY/TDD capable, text time stamped for review and Phase II compliant
- Programmable up to 40 phone lines & 30 radio frequency channels including paging
- Recognizes APCO Institute's MED's Software for EMD training/certification



BENEFITS

- Participants train with real world – Phase II based E-911 CAD/Radio/Phone simulators
- Mirrors actual Communications Center features for hands on training and association
- Supports the need for targeted Dispatcher/EMD skill building



EMERGENCY TELECOMMUNICATOR/DISPATCHER

DISPATCHER TRAINING SKILLS

In addition to Computer Aided Dispatching (CAD) Skills, students will develop proficiencies in:

Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times

Speaking - Talking to others to convey information effectively

Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Reading Comprehension - Understanding written sentences and paragraphs in work related documents

Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one

Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making

Coordination - Adjusting actions in relation to others' actions

Time Management - Managing one's own time and the time of others

Monitoring - Monitoring/Assessing performance of yourself, other individuals,



EMERGENCY TELECOMMUNICATOR/DISPATCHER

DISPATCHER TRAINING

KNOWLEDGE BASED LEARNING

Public Safety and Security - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institution

English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Transportation - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits

Telecommunications - Knowledge of transmission, Broadcasting, switching, control, and operation of telecommunications systems

Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources

Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology

Source: NY CAREER ZONE.ORG

Proposed Public Safety Academy APCO NATIONAL CERTIFICATION PROGRAMS

Programs of Study

- Stress in Emergency Communications
- National Public Safety Telecommunicator 1 Certification (PST1)
- The Telecommunicators Role In Homeland Security (PST1 Pre Requisite)
- CPR
- Emergency Medical Dispatch (EMD) Concepts
- Emergency Medical Dispatch (EMD) (Prerequisites include current certification in CPR from the American Heart Association, American Red Cross or equivalent and completion of a formal basic Telecommunicator training program
- Fire Service Communications

**An additional feature of the OMNI-COMM SYSTEM is
the ability to recognize APCO's MEDS Software**

MEDS Multi-purpose Emergency Dispatch System



Customized Dispatch Software

**Emergency Medical Dispatch Guidecards
Fire Service Dispatch Guidecards
Law Enforcement Dispatch Guidecards**

APCO Institute's Multi-purpose Emergency Dispatch System (MEDS™) is a Windows® software application designed to guide telecommunications through the processing of emergency calls while recording information that can be used for quality assurance/quality improvement purposes.

Contact:

Pam Kaufman
EMD Program Manager
kaufmanp@apcointl.org
T 888.272.8911
F 308.944.2747

David L. Hood
APCO MEDS Product Manager
dhood@astroa.com
T 860.475.4012
C 850.801.7385

www.apcoinstitute.org

Features

- Functions with Computer Aided Dispatch (CAD) systems or as a stand-alone product. Check boxes and pull-down menus simplify call entry.
- The "Immediate Dispatch" button on the General Questions screen lets the calltaker send the call immediately to the dispatcher for critical cases while supplemental information is being taken.
- CPR, Obstructed Airway, Childbirth and Airway control instructions are available at all times, saving time and preventing confusion.
- Telecommunicators can electronically access hazardous materials information quickly from the North American Emergency Response Guidebook (NAERG).
- Data management tools allow on-site entry of Standard Operating Procedures (SOP), local contact information and user login.
- Quality Assurance/Quality Improvement is fast and easy with our Case Review feature, which allows for search and evaluation of cases based on locally defined criteria.
- Emergency Medical Dispatch Guidecards are based on the NHTSA National Standard for EMD and are customizable to meet your agency's needs and resources.
- Fire Service and Law Enforcement Dispatch Guidecards give local administrators the ability to customize and update guidecards on-site to meet the needs of your agency.



MEDS is a joint production of APCO Institute and Advanced Systems Technology, Inc.®

Public Safety Dispatchers/Emergency Medical Dispatchers

Public safety dispatchers are unlikely to be affected by economic downturns. In addition to openings due to growth, job openings will result from the need to replace workers who transfer to other occupations or leave the labor force. Many districts are consolidating their communications centers into a shared area-wide facility. As the equipment becomes more complex, **individuals with computer skills and experience will have a greater opportunity for employment as public safety dispatchers.**

Earnings

Median annual wage-and-salary earnings of police, fire, and ambulance dispatchers in **2006** were **\$31,470**. The **middle 50 percent** earned between **\$25,200 and \$39,040**.

RELATED OCCUPATIONS- AIR TRAFFIC, AIR & GROUND TRANSPORTATION, COMMUNICATIONS TRANSPORTATION OPERATORS, CUSTOMER SERVICE REPRESENTATIVES, RESERVATION & TRANSPORTATION TICKET AGENTS, TRAVEL AGENTS.

Earnings

Annual wage-and-salary earnings of **dispatchers, except police, fire, and ambulance** in **May 2006** were **\$32,190**. The **middle 50 percent** earned between **\$24,860 and \$42,030**.

Public Safety Aide Program

- Part time work experience during school year
- Full time work experience during the summer
- Paid and non paid-depends on agencies budgets/workforce development opportunities, grants, foundation funding

Presenter Contact Info

- Nora J. Fennessy, SAVE Corporation Representative
24 Hardwood Hill Road,
Suite 511
Pittsford, NY 14534
585 586 0452
<http://www.911simulators.com/>
fennessy@rochester.rr.com
- Julie Troutman, Executive Director
APCO Institute
351 N. Williamson Blvd.
Daytona Beach, FL 32114-1112
(386) 322-2500
<http://www.apco911.org/institute/>
troutmanj@apcointl.org
- Dr. Joe Coffee, Executive Director
National Partnership for Careers in Law, Public Safety,
Corrections & Security
PO Box 1991
Annandale, VA 22003-9998
703-470-2974
<http://www.ncn-npcpss.com>
jnc11@msn.com