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Regulatory Analysis Form		This space for use by IRRC 2020 MAY 24 AM 11:19 IRRC REVIEW COMMISSION	
(1) Agency Pennsylvania Emergency Management Agency		IRRC Number: 2020	
(2) I.D. Number (Governor's Office Use)			
(3) Short Title Training and Certification Standards for 911 Emergency Communications Personnel			
(4) PA Code Cite 4 Pa. Code Chapter 120c		(5) Agency Contacts & Telephone Numbers Primary Contact: Mark Goodwin 717-651-2010 Secondary Contact:	
(6) Type of Rulemaking (Check One) <input type="checkbox"/> Proposed Rulemaking <input checked="" type="checkbox"/> Final Order Adopting Regulation <input type="checkbox"/> Final Order, Proposed Rulemaking Omitted		(7) Is a 120-Day Emergency Certification Attached? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes: By the Attorney General <input type="checkbox"/> Yes: By the Governor	
(8) Briefly explain the regulation in clear and non-technical language. This regulation establishes the training and certification standards for call takers, emergency dispatchers, and supervisors who work for 911 emergency communications centers in the Commonwealth of Pennsylvania.			
(9) State the statutory authority for the regulation and any relevant state or federal court decisions. The Public Safety Emergency Telephone Act (35 P.S. §§ 7011 - 7021), as amended.			

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(10) Is the regulation mandated by any federal or state law or court order, or federal regulation? If yes, cite the specific law, case or regulation, and any deadlines for action.

The Public Safety Emergency Telephone Act.

(11) Explain the compelling public interest that justifies the regulation. What is the problem it addresses?

This regulation is mandated by state law and is intended to promote the public's health, safety and welfare by establishing training and certification standards for call takers, emergency dispatchers, and supervisors who work at county 911 emergency communications centers throughout the Commonwealth. These regulations will create training standards that will ensure that the general public's 911 emergency phone calls are answered promptly and efficiently and that emergency response assistance is provided as quickly as possible.

(12) State the public health, safety, environmental or general welfare risks associated with non-regulation.

Non-regulation is not an option. As stated above, this regulation is mandated by state law.

(13) Describe who will benefit from the regulation. (Quantify the benefits as completely as possible and approximate the number of people who will benefit.)

All citizens of the Commonwealth will benefit from the improved training standards for 911 emergency communications centers personnel and the more effective and timely service that those personnel will be able to provide to the general public.

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(14) Describe who will be adversely affected by the regulation. (Quantify the adverse effects as completely as possible and approximate the number of people who will be adversely affected.)

This regulation does not adversely affect any people, parties, or groups of people.

(15) List the persons, groups or entities that will be required to comply with the regulation. (Approximate the number of people who will be required to comply.)

This regulation applies to all county 911 call takers, emergency dispatchers, and supervisors. This is a small select group of individuals that does not exceed 2,000 persons statewide.

(16) Describe the communications with and input from the public in the development and drafting of the regulation. List the persons and/or groups who were involved, if applicable.

PEMA formed a working group of representatives from county 911 emergency communications centers, state agencies, private industry and labor unions to discuss, review, and develop the training and certification standards contained in this regulation.

(17) Provide a specific estimate of the costs and/or savings to the regulated community associated with compliance, including any legal, accounting or consulting procedures which may be required.

This regulation will require the counties to incur costs in the implementation and administration of these new training standards. However, the costs should be minimal because most counties already have existing training programs in place. In addition, Act 17 of 1998 makes training costs an eligible expenditure from county 911 fees that are collected under the authority of the Public Safety Emergency Telephone Act. As a result, the counties will be able to budget for these costs through an already existing fee collection program.

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(18) Provide a specific estimate of the costs and/or savings to local governments associated with compliance, including any legal, accounting or consulting procedures which may be required.

Costs associated with this will be minimal. Standards proposed will be inserted into existing program initiatives currently in place. There will be no need to incur costs for accounting or consulting.

(19) Provide a specific estimate of the costs and/or savings to state government associated with the implementation of the regulation, including any legal, accounting, or consulting procedures which may be required.

Costs associated with this will be minimal. Standards proposed will be inserted into existing program initiatives currently in place. There will be no need to incur costs for accounting or consulting.

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(20) In the table below, provide an estimate of the fiscal savings and costs associated with implementation and compliance for the regulated community, local government, and state government for the current year and five subsequent years.

	Current FY Year	FY +1 Year	FY +2 Year	FY +3 Year	FY +4 Year	FY +5 Year
SAVINGS:	\$	\$	\$	\$	\$	\$
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
Total Savings	0	0	0	0	0	0
COSTS:						
Regulated Community	15,000	15,000	15,000	15,000	15,000	15,000
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
Total Costs	15,000	15,000	15,000	15,000	15,000	15,000
REVENUE LOSSES:						
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
Total Revenue Losses	0	0	0	0	0	0

(20a) Explain how the cost estimates listed above were derived.

The regulated community costs are based upon a general survey of that community.

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(20b) Provide the past three year expenditure history for programs affected by the regulation.

This is a new program. As a result, no expenditure history is available.

Program	FY - 3	FY - 2	FY - 1	Current FY

(21) Using the cost-benefit information provided above, explain how the benefits of the regulation outweigh the adverse effects and costs.

As stated earlier, these regulations are mandated by state law. As a result, a cost-benefit analysis is not applicable.

(22) Describe the non-regulatory alternatives considered and the costs associated with those alternatives. Provide the reasons for their dismissal.

There are no non-regulatory alternatives available.

(23) Describe alternative regulatory schemes considered and the costs associated with those schemes. Provide the reasons for their dismissal.

See 21 and 22 above.

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(24) Are there any provisions that are more stringent than federal standards? If yes, identify the specific provisions and the compelling Pennsylvania interest that demands stronger regulation.

No.

(25) How does this regulation compare with those of other states? Will the regulation put Pennsylvania at a competitive disadvantage with other states?

PEMA is not aware of any similar regulations in any other states. This regulation does not put Pennsylvania at a competitive disadvantage with any other states.

(26) Will the regulation affect existing or proposed regulations of the promulgating agency or other state agencies? If yes, explain and provide specific citations.

No.

(27) Will any public hearings or informational meetings be scheduled? Please provide the dates, times, and locations, if available.

No.

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(28) Will the regulation change existing reporting, record keeping, or other paperwork requirements? Describe the changes and attach copies of forms or reports which will be required as a result of implementation, if available.

The regulations will require the counties to maintain training records on their 911 emergency communications center personnel and to revise and update those records when personnel changes occur within their 911 centers.

(29) Please list any special provisions which have been developed to meet the particular needs of affected groups or persons including, but not limited to, minorities, elderly, small businesses, and farmers.

No special provisions apply to minorities, small businesses, or farmers. However, special training provisions will be provided to handle 911 emergency calls from the elderly and other persons who may be hearing impaired or suffer from other types of disabilities.

(30) What is the anticipated effective date of the regulation; the date by which compliance with the regulation will be required; and the date by which any required permits, licenses or other approvals must be obtained?

To Be Determined.

(31) Provide the schedule for continual review of the regulation.

This regulation will be reviewed in light of any statutory changes to the Public Safety Emergency Telephone Act or when needed to keep the regulations in conformance with technological or other changes in the 911 emergency communications field.

CDL-1

FACE SHEET
FOR FILING DOCUMENTS
WITH THE LEGISLATIVE REFERENCE BUREAU
(Pursuant to Commonwealth Documents Law)

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LEGISLATIVE REFERENCE BUREAU
REVIEW COMMISSION

2020

DO NOT WRITE IN THIS SPACE

Copy below is hereby approved as to form and legality. Attorney General

BY: _____
(DEPUTY ATTORNEY GENERAL)

DATE OF APPROVAL

Check if applicable
Copy not approved. Objections attached.

Copy below is hereby certified to be a true and correct copy of a document issued, prescribed or promulgated by:

PENNSYLVANIA EMERGENCY
MANAGEMENT AGENCY

(AGENCY)

DOCUMENT/FISCAL NOTE NO. 30-52

DATE OF ADOPTION February 29, 2000

BY: *[Signature]*

DIRECTOR

TITLE: _____
(EXECUTIVE OFFICER, CHAIRMAN OR SECRETARY)

Copy below is hereby approved as to form and legality. Executive or Independent Agencies

BY: *[Signature]*

4/3/00
DATE OF APPROVAL

(Deputy General Counsel)
(~~Chief Counsel, Independent Agency~~)
(Strike inapplicable title)

Check if applicable. No Attorney General approval or objection within 30 days after submission.

Notice of

Final Rulemaking

Pennsylvania Emergency Management Agency

4 Pa. Code Chapter 120c

Training and Certification Standards for

911 Emergency Communications Personnel

PENNSYLVANIA EMERGENCY MANAGEMENT AGENCY

4 Pa. Code Chapter 120c.

Training and Certification Standards for 911 Emergency Communications Personnel

A. Statutory Authority.

The Pennsylvania Emergency Management Agency (PEMA), under the authority contained in 35 Pa. C. S. § 7313 (relating to power to adopt regulations) plans to adopt Chapter 120c, to read as set forth in Annex A. These regulations were previously published as proposed rulemaking at 29 Pa. B. 1721 (April 3, 1999).

B. Effective Date.

The regulations will be effective upon publication in the Pennsylvania Bulletin.

C. Background and Purpose.

These regulations are needed to promote the public's health, safety and welfare by establishing training and certification standards for 911 emergency communications personnel (for example, call takers, emergency dispatchers and supervisors) who work in the county 911 emergency communications centers and municipal remote dispatch points throughout this Commonwealth.

These 911 center personnel are responsible for taking all calls made by the general public to a 911 center, for gathering all essential information from the caller about a possible emergency situation, and for dispatching all necessary emergency assistance (for example, fire, police medical, rescue) to the scene of an actual or potential emergency. These regulations are designed to establish uniform training standards that can be applied to all 911 center and remote dispatch point personnel throughout this Commonwealth so that the general public can be assured that all 911 emergency phone calls will be answered promptly and efficiently and that, when needed, emergency response assistance will be provided as quickly and effectively as possible.

These regulations are needed to implement section 3(a)(6) of the act of February 12, 1998 (P.L. 64, No. 17) (Act 17) which made several statutory changes to the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021). In particular, section 3(a)(6) of Act 17 required PEMA to establish minimum training and certification standards for all emergency dispatchers, call takers and supervisors who work in the county 911 emergency communications centers located throughout this Commonwealth. The purpose for establishing these training standards is to ensure that all 911 center and remote dispatch point personnel possess certain standard levels of training and

PENNSYLVANIA EMERGENCY MANAGEMENT AGENCY

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competency which will enable the general public to receive more effective and timely emergency response services when they are needed.

D. Comments.

Written comments, suggestions and changes were solicited within a 30-day period after the proposed amendments were published. Comments were received from the emergency management agencies or 911 communications centers of Berks, Chester, Dauphin, Erie, Fayette, Lancaster, Northampton, and Westmoreland Counties, the City of Philadelphia Fire Department and L. Robert Kimball and Associates on behalf of the City of Philadelphia.

Following the close of the public comment period, PEMA received comments from the Independent Regulatory Review Commission (IRRC). The regulations contained in Annex A are responsive to the comments and suggestions received from the counties and IRRC. For ease of reference, PEMA will address the comments in the order in which the regulatory sections appear.

Section 120c.101. Purpose

The proposed regulation stated that the purpose of this Chapter was “to implement section 3(a)(6)” of the Public Safety Emergency Telephone Act which “was added by section 3(a)(6) of the Act of February 12, 1998 (P.L. 64, NO. 17) to provide for the training and certification of call takers, emergency dispatchers and supervisors who work for 911 emergency communications centers in this Commonwealth.” IRRC observed that this reference was lengthy and that a detailed reference to Act No. 17 of 1998 was not necessary. As a result, IRRC recommended that the date of the Act and pamphlet citation should be deleted from this section. PEMA agrees with this suggestion and made the necessary deletion from this section.

IRRC also observed that Section 3(a)(6) of Act No. 17 of 1998 gave PEMA the power and duty “to establish minimum training and certification standards for emergency dispatchers, call takers and supervisors.” As a result, IRRC recommended that this purpose be stated in the regulation. PEMA agrees with this suggestion and the stated purpose of Section 3(a)(6) has been set forth in this section.

Section 120c.102. Certification of county or municipal training programs.

This is a new regulatory section that did not appear in the proposed regulations. This section was added to declare that each county, city, borough, or township that operates a 911 communications center or remote dispatch point included in a 911 county plan shall be responsible for implementing the training provisions of this Chapter as they apply to their employees.

Subsection 120c.102(a) states that each county shall develop a training program section as part of the county's 911 plan. Each city, borough, or township that operates a remote dispatch point that is included in a 911 county plan shall develop a training program that is described in a municipal training manual. As an alternative to individual training programs, this subsection also permits a county and its municipalities to conduct a joint or integrated training program for both county and municipal employees.

Subsection 120c.102(b) states that PEMA shall annually review and approve the training section of a county's 911 plan or a municipality's training manual before the county or municipality is certified by PEMA to conduct its annual training program. The process for PEMA's review is further described in this subsection.

Subsection 120c.102(c) states that each county of municipal training program shall include the minimum hours of classroom, hands on instruction, and training course content as set forth in this Chapter. In addition, each county or municipal training program shall include the various practical skills tests required by PEMA for 911 communications center or remote dispatch point personnel.

Subsection 120c.102(d) states that each county or municipality shall provide PEMA with an annual instructor information report that describes the educational background and experience of the lead or master instructors who will conduct the county and municipal training programs. This subsection also describes the approval process that PEMA will use to certify those lead or master instructors to the counties and municipalities.

The subsections described above were added to the regulations to address comments made by IRRC and some counties concerning the scope and applicability of the training requirements set forth in the regulations. In particular, IRRC questioned whether this regulation would apply to the staffs of remote dispatch points (RDP's) and, if so, what statutory authority did PEMA reply upon for requiring the certification and training of RDP dispatchers and other personnel.

The proposed regulations did not mention RDP training programs. However, this new section 120c.102. makes it clear that any county, city, borough, or township that operates an RDP included in a 911 county plan shall be responsible for implementing the training provisions of this Chapter.

By way of background, RDPs dispatch local police units, private ambulance services and local fire companies within the jurisdictional boundaries of a municipality. Because RDPs play a vital role in the dispatch of emergency services, RDPs and 911 communications centers are joined together in an interdependent and mutually supportable relationship. The important communications and public safety linkage between RDPs and 911 communications centers is why most RDPs are clearly identified in a county's 911 plan as being a vital part of the county's overall 911 emergency communications and dispatch program. Under the provisions of a county 911 plan, calls to a 911 communications center for emergency response assistance can be transferred to

an RDP where a dispatcher determines the appropriate emergency response and dispatches the necessary equipment and personnel. For this reason, both RDP personnel and county 911 communications center personnel must meet the same minimum training and certification standards set forth in this Chapter in order to ensure that those personnel will provide the most effective, timely and professional emergency communications and dispatch services to the general public during life threatening, public safety and other types of emergency situations.

PEMA's statutory authorities for this regulation are the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021), as amended, and the Emergency Management Service Code (35 Pa. C.S.A. §§ 7101-7707), as amended. Section 7013(a)(6) of the Public Safety Emergency Telephone Act requires PEMA "to establish minimum training and certification standards for emergency dispatchers, call takers and supervisors" while Section 7015(c) requires that PEMA review all county plans for completeness. In turn, the Act defines a county plan as "A document submitted by the county on a triennial basis to the Pennsylvania Emergency Management Agency, outlining its proposed or existing 911 system, including a contribution rate, for the forthcoming three years." Thus, if any county 911 plan describes or includes an RDP in its emergency communications and dispatch protocols and procedures, PEMA considers that RDP to be a vital component of the county's 911 emergency communications system and those RDP personnel are subject to the training requirements of this Chapter. Conversely, any RDP's not mentioned in a county's 911 plan are not considered by PEMA to be a vital or integral part of a county's 911 emergency communications system. For this reason, those RDP personnel are not required to participate in this Chapter's training and certification program.

The second authority that PEMA used for the development of this training and certification program is found in Sections 7313(3) and (5) of the Emergency Management Service Code (35 Pa. C.S.A. § 7313(3) and (5)).

Section 7313(3) permits PEMA to develop regulations for a wide range of emergency management services and activities. Because 911 activities involve emergency communications and the emergency dispatch of medical and health services, firefighting services, police services, and rescue services, all 911 services clearly come within the definition of "emergency services" as defined in Section 7102 of the Emergency Management Services Code. Thus, PEMA's authority to develop and promulgate regulations under Section 7313(d) of the Emergency Management Service Code provides additional statutory authority for the promulgation of this regulation.

More specifically, Section 7313(5) of the Emergency Management Service Code allows PEMA to establish and operate training programs at the county and municipal levels of government. That section reads as follows:

"The agency shall have the following powers and duties:

- (5) To establish and operate or assist political subdivisions in establishing and operating training programs and programs of public information.”

Therefore, PEMA used the authority of both the Public Safety Emergency Telephone Act and the Emergency Management Service Code to not only develop the 911 certification standards for call takers, dispatchers, and supervisors but also to establish and operate the statewide training and certification program. Such a program is needed to ensure that all 911 center personnel and RDP personnel in the 67 counties possess the mandated standard levels of training and competency which will enable the general public to receive the most effective and timely emergency response services available to them.

One public comment remains concerning Section 120c.102. Two counties suggested that the annual certification process only apply to those lead or master instructors who will be responsible for conducting a county's or municipality's training program. PEMA agrees with this suggestion and has stated in subsection 120c.102(d) that only lead or master instructors will be subject to the annual certification process.

Section 120c.103. Certification requirements for current and newly hired emergency communications personnel.

This is a new regulatory section that did not appear in the proposed regulations. This section was added to address several public comments and to clarify the certification requirements that apply to current and newly hired emergency communications personnel who work for a county or municipality. Subsection 120c.103(a) states that a county or municipal 911 call taker, emergency dispatcher, or 911 center supervisor who is hired on or after the effective date of this regulation, whether the individual is a full-time or part-time employe, shall comply with all of the training, certification and re-certification requirements of this Chapter.

Subsection 120c.103(b) describes the process that a county or municipality must follow to obtain PEMA certification for their employes.

Subsection 120c.103(c) states that a county or municipal 911 call taker, emergency dispatcher or 911 center supervisor who is working either full-time or part-time before the effective date of this regulations shall only have to comply with the written examination requirements of this Chapter. Those written examinations are further described in section 120c.108.

The above described subsections thus address the concerns of IRRC and several counties that their current 911 emergency communications personnel, many of whom have already received extensive training under existing county training requirements, not be required to take duplicate training programs under the PEMA certification program. PEMA agrees with this suggestion and has rewritten the regulation accordingly. As a result, only newly hired 911 emergency communications personnel will be required to comply with both the

training and written examination requirements of this Chapter. Employees hired before the effective date of these regulations will only have to pass the required written examination in order to receive PEMA certification.

Section 120c.104. Call taker certification.

Section 120c.105. Emergency dispatcher certification.

Section 120c.106. 911 center supervisor certification.

A number of comments were received from IRRC and the counties concerning the certification requirements set forth in the three sections named above. Because the subsections of Sections 120c.104, 120c.105 and 120c.106 are comparable in content, the following paragraphs will respond to those public comments as they relate to the specific subsections and provisions in all three sections.

Subsection (b)(1)(i) Certification – Application forms

Subsection (b)(a)(i) of Sections 120c.104, 120c.105, and 120c.106 require that an individual complete an application form for certification. The proposed regulation on this matter (previously numbered as Subsections (b)(1)(i) of sections 120c.102, 103, and 104) required an applicant to complete “an application form prescribed by the Agency.” IRRC commented that this language did not inform potential applicants how to obtain the necessary forms. PEMA agrees with this comment and changed this subsection to state that PEMA will supply all of the necessary forms to the applicants. This will be done between PEMA and their employers.

Subsection (b)(1)(ii) Certification – Minimum age requirements

In Sections 120c.104, 120c.105 and 120c.106, Subsection (b)(1)(ii) contains a minimum age requirement for each of the three emergency communications positions (call taker, emergency dispatcher, 911 center supervisor). IRRC and some counties questioned why a minimum age requirement is necessary. PEMA’s response is that all three positions involve duties and responsibilities that directly impact upon the health, safety, and welfare of the general public. Those individuals need to be adults who have the necessary life experiences and background to understand the importance and gravity of their assigned duties and the impact that their decisions can have on actual life and death emergency decisions. Wrong or inappropriate decisions can lead to serious liability consequences for their employers. Thus, in an attempt to reduce the potential exposure of counties and municipalities to those liability consequences, these subsections require that call takers and emergency dispatchers be at least 18 years of age. The 911 center supervisor must be at least 21 year of age or older. In addition, recent U.S. Supreme Court and other decisions have declared that age limitations are legitimate qualifications for several job positions that directly affect the health, safety, and welfare of the general public (for example, police and airline pilots).

Subsections 120c.104(c), 120c.105(c) and 120c.106(c). Certification – Training course content and length.

IRRC and some counties commented that the training requirements contained in the proposed regulations (previously numbered as Subsections 120c.102(b)(1)(iii), 120c.103(b)(1)(iv) and 120c.104(b)(1)(v)) did not contain any information concerning the content or length of the training courses that call takers, emergency dispatchers, and 911 center supervisors would be required to take. In particular, IRRC recommended that the details of the minimum training standards should be set forth in this regulation. PEMA agrees with these comments and has added the new subsections 120c.104(c), 120c.105(c), and 120c.106(c) to describe in detail the content and length of the call taker, emergency dispatcher, and 911 center supervisor training courses. Those details set forth the minimum training standards for those three positions.

IRRC, the Pennsylvania Chapter of the American College of Emergency Physicians, and an individual physician all recommended that 911 center staffs receive training in emergency medical dispatch (EMD) standards. Training in EMD standards includes medical call-taking, triage and dispatch of emergency medical resources, and pre-arrival patient care instruction. PEMA agrees with these comments and has added a new Subsection 120c.105(c)(3) that details the training requirements for dispatchers of ambulance or emergency medical service (EMS). That subsection states that the dispatchers training shall consist of 16 hours of EMS safety issues, EMS terminology, EMS dispatching protocols, emergency medical dispatch, and EMS dispatching incident specifics.

The Pennsylvania Chapter of the American College of Emergency Physicians and the individual physician also recommended that all 911 centers that receive calls for emergency medical problems should have a quality assurance program that includes a medical director who is a qualified Medical Command Physician per the Department of Health regulations. PEMA cannot agree with this suggestion. While the commenters have the best interests of the general public at heart, a state mandate to hire a Medical Command Physician for every 911 center's quality assurance program would be extremely cost prohibitive for all but the largest counties of the Commonwealth. Rather than making this a mandatory requirement, PEMA plans to monitor the medical dispatch records of 911 centers through the quality assurance provisions of 4 Pa Code Chapter 120d, "911 Performance and Quality Assurance Standards," to identify possible medical dispatch shortfalls and to establish corrective measures when required.

Subsections 120c.104(d), 120c.105(d), and 120c.106(d). Re-certification of call takers, emergency dispatchers, and 911 center supervisors.

IRRC and some counties commented on the re-certification requirements contained in the proposed regulations (previously numbered as Subsections 120c.102(c), 120c.103(c), and 120c.104(c)) for call takers, emergency dispatchers, and 911 center supervisors. In particular, the commentators questioned the need for both re-certification examinations

and continuing education through various refresher training courses. PEMA agrees with those comments and has eliminated the need for refresher training courses. Instead, subsections 120c.104(d), 120c.105(d), and 120c.106(d) now state that all call takers, emergency dispatchers, and 911 center supervisors will be re-certified to their positions upon successfully passing a written examination given by PEMA.

IRRC also recommended that information concerning the re-certification examination's contents, administration and availability be included in the regulation. PEMA agrees with this comment and added Section 120c.108 "Written examinations" to clarify the content and administration of the re-certification examinations.

Section 120c.107. Certification curriculum and instructors.

IRRC commented that the proposed regulations did not set forth PEMA's requirements for the certification of instructors so that the counties were uncertain whether their current training programs would meet PEMA's standards. PEMA has resolved this concern by setting forth in this section the minimum training standards that a county's lead or master instructor must complete in order to receive PEMA approval as an instructor.

Two counties commented that PEMA should not be setting a county's training schedule or establishing fees for the conduct of those courses. PEMA agrees and any reference to schedules and fees has been removed from this section.

Section 120c.108. Written examinations.

IRRC commented on the written examination requirements contained in the proposed regulations (previously numbered as Subsections 120c.102(b)(1)(v), 120c.103(b)(1)(v), and 120c.104(b)(1)(v)). Those same requirements are now found in Subsections 120c.104(b)(1)(iv), 120c.105(b)(1)(v), 120c.106(b)(1)(v). IRRC recommended that the regulations describe content or length, administration and availability of the written examinations that will be given to Call takers, emergency dispatchers, and 911 center supervisors for their certification and re-certification. PEMA agrees with this comment and has added a new Section 120c.108, "Written examinations," to this Chapter, which describes the content, length, and administrative process for the written certification and re-certification examinations.

Section 120c.109. Practical skills tests.

IRRC commented on the practical skills test requirements contained in the proposed regulations (previously numbered as Subsections 120c.12(b)(1)(v), 120c.103(b)(1)(vi) and 120c.104(b)(1)(vi)). Those same requirements are now found in Subsections 120c.104(b)(1)(v), 120c.105(b)(1)(vi) and 120c.106(b)(1)(vi). IRRC recommended that the regulations set forth the minimum standards and requirements outlining the content, length and administration of the practical skills tests. PEMA agrees with this comment and has added a new Section 120c.109, "Practical skills tests," to this Chapter, which

describes the administration, content, and types of equipment that will compose the call taker, emergency dispatcher, and 911 center supervisor practical skills tests.

Section 120c.110 Right to enter and inspect.

IRRC and some counties questioned the reasonableness of this section which authorizes PEMA to enter an 911 center during regular and usual business hours to inspect employment records, county plans, 911 protocols and equipment. PEMA's response is that this section is not only reasonable and necessary for its administration of a state-wide training and certification program for 911 center personnel but it is also absolutely critical to ensuring that all of the various 911 standards and requirements of 4 Pa. Code Chapters 120b, 120c, and 120d, which are designed to protect the general public's health, safety, and welfare, are being maintained and implemented by all 911 center personnel. Should PEMA not insist upon its right to conduct regular or periodic inspections of employee training records, county 911 plans, and the operability of 911 emergency communications equipment, any inaction on its part would constitute an abrogation of PEMA's duties and responsibilities under the provision of the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021), to facilitate a statewide 911 emergency communications system that provides the most effective, timely and professional emergency communications and dispatch services to the general public during life threatening, public safety and other types of emergency situations.

One commenter agreed with PEMA's position and recommended that the inspection provisions of this section be extended to remote dispatch points. PEMA agrees with this suggestion and rewrote this section to include remote dispatch points in these inspection requirements.

Miscellaneous

Costs – IRRC commented that the actual costs of implementing these regulations were uncertain because the proposed regulation did not set forth PEMA's minimum standards for the implementation of this chapter's training and certification program. Hence, IRRC reasoned that the fiscal impact of this regulation was unclear. PEMA believes that this concern has been rectified by adding new sections to this final form regulation that detail the content, length, and process for the administration of all Call taker, emergency dispatch, and 911 center supervisor training, certification and re-certification programs; that specify the length and content of all written examinations; that detail the content of all practical skills tests taken by Call takers, emergency dispatchers, and supervisors; and that specifies the types of courses and their content that PEMA will use to certify curriculum and instructors. With these detailed training standards set forth in the regulations, every county will be able to ascertain the fiscal impact that these regulations will have on their 911 operating budgets. PEMA further believes that the counties will only incur minimal costs because most counties have existing training programs in place that either parallel or exceed the training standards contained in this regulation. In addition, Act 17 of 1998 made training costs an eligible expenditure from county 911 fees

that are collected under the authority of the Public Safety Emergency Telephone Act. As a result, the counties are able to budget for these training costs through an existing fee collection program.

Training content – A county commenter suggested that while a certain amount of standardized curriculum is necessary, the curriculum should be adjusted to permit an individual county to tailor their training and testing content to meet the needs and resources of their individual communities and organizations. PEMA agrees with their comment and stated in Sections 120c.104(c), 120c.105(c)(1)(2)(3) and (4), and 120c.106(c) that the instructors in each county can teach “other material considered necessary by the instructor” provided the material has been approved by PEMA. Such material will certainly include county specific information that is needed to properly train Call takers, emergency dispatchers, and supervisors within their individual counties.

Different job titles – One county commented that it could not meet the training and certification standards of this Chapter because its 911 communication center personnel were unionized and held job titles such as “police communications dispatcher” instead of the regulatory job titles of “call taker” or “emergency dispatcher”. PEMA recognizes that the job titles in certain counties will differ from the regulatory titles set forth in this Chapter. As a result, Subsection 120c.103(d) was added to the regulations to state that PEMA and the applicable county would jointly compare the functions, duties, and responsibilities of the county position to the functions, duties, and responsibilities of the regulatory position (call taker, emergency dispatcher, 911 center supervisor) to determine which training and certification requirements applied to the county position. This approach will provide enough flexibility to the regulation so that all 911 communications personnel, no matter what their job titles, will be subject to the training and certification standards of this section.

E. Fiscal Impact/Affected Persons.

This regulation will require the counties to incur costs in the implementation and administration of these new training standards. However, the costs should be minimal because most counties already have existing training programs in place. In addition, Act 17 of 1998 makes training costs an eligible expenditure from county 911 fees that are collected under the authority of the Public Safety Emergency Telephone Act. As a result, the counties will be able to budget for these costs through an already existing fee collection program.

All citizens of the Commonwealth will benefit from the improved training standards established for all 911 emergency communications center personnel which will result in those personnel providing more effective, timely, and professional emergency communications and dispatch services to the general public during emergency medical, fire, police and other possible life/threatening or safety situations.

F. Paperwork Requirements

These regulations will require a modest increase in the amount of paperwork that State agencies and counties must prepare as part of the administration of their 911 emergency communications systems.

G. Sunset Requirements.

PEMA has not set a sunset date for these regulations because all county 911 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose amendments to these regulations when required.

H. Regulatory Review.

Under Section 5(a) of the Regulatory Review Act (71 P.S. § 745.5(a)), on March 18, 1999, a copy of the proposed rulemaking, published at 29 Pa. B. 1721 was submitted to IRRC and the Chairpersons of the Senate State Government Committee and the House Veterans Affairs and Emergency Preparedness Committee for review and comment. In compliance with section 5(b.1) of the Regulatory Review Act, the agency also provided IRRC and the Committees with copies of all comments received from the public.

In preparing these final-form regulations, PEMA has considered all comments received from IRRC, the Committees and the public.

These final-form regulations were deemed approved by the House and Senate Committees on _____, 2000. IRRC met on _____, 2000 and approved the amendments in accordance with section 5(c) of the Regulatory Review Act.

I. Contact Person.

Questions regarding these amendments may be directed to Mark Goodwin, Chief Counsel, Pennsylvania Emergency Management Agency, 2605 Interstate Drive, Harrisburg, PA 17110-9364.

J. Findings.

- (1) Public notice of proposed rulemaking was given under sections 201 and 202 of the act of July 31, 1968 (P.L. 769, No. 240)(45 P.S. § 1201 and 1202) and the regulations promulgated thereunder at 1 Pa. Code §§ 7.1 and 7.2.
- (2) A public comment period was provided as required by law and all comments were considered.
- (3) These regulations are necessary and appropriate for the administration of the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021).

K. Order.

PEMA, acting under the authority of the Public Safety Emergency Telephone Act and the Emergency Management Service Code, orders that:

- (a) The regulations of PEMA, 4 Pa. Code Chapter 120c are hereby adopted as set forth in Annex A.**
- (b) PEMA shall submit this order and Annex A to the Office of General Counsel and the Office of Attorney General for approval as to legality and form as required by law.**
- (c) PEMA shall certify this order and Annex A and shall deposit them with the Legislative Reference Bureau as required by law.**
- (d) This order shall take effect immediately upon publication in the Pennsylvania Bulletin.**

CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911
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Sec.

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120C.102. DEFINITIONS

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120c.1054. Call taker certification.

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§ 120c.101. Purpose.

The purpose of this Chapter is to implement Section 3(a)(6) of the Act ~~which was added by section 3(a)(6) of the act of February 12, 1998 (P.L. 64, No. 17) (35 P.S. §7011-7021) to provided for~~ ESTABLISH MINIMUM training and certification STANDARDS for emergency dispatchers, call takers, and supervisors who work for 911 emergency communications centers OR REMOTE DISPATCH POINTS in the Commonwealth.

§120C.102. DEFINITIONS.

THE FOLLOWING WORDS AND TERMS, WHEN USED IN THIS CHAPTER, HAVE THE FOLLOWING MEANINGS, UNLESS THE CONTENT CLEARLY INDICATES OTHERWISE:

LEAD OR MASTER INSTRUCTOR – THE PRIMARY INDIVIDUAL(S) EMPLOYED OR SELECTED BY A COUNTY OR MUNICIPALITY TO CONDUCT THE TRAINING AND CERTIFICATION COURSES DESCRIBED IN THIS CHAPTER FOR ALL CALL TAKERS, EMERGENCY DISPATCHERS, OR 911 CENTER SUPERVISORS EMPLOYED AT EITHER A 911 COMMUNICATIONS CENTER OR REMOTE DISPATCH POINT.

REMOTE DISPATCH POINT (RDP) – A COMMUNICATIONS FACILITY IDENTIFIED IN A COUNTY 911 PLAN WHICH IS OPERATED BY EITHER A COUNTY, CITY, BOROUGH, OR TOWNSHIP. A RDP ELECTRONICALLY RECEIVES EMERGENCY CALLER INFORMATION FROM A 911 COMMUNICATIONS CENTER OR

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PUBLIC SAFETY ANSWERING POINT (PSAP) TO DISPATCH EMERGENCY FIRE, MEDICAL OR POLICE SERVICES, AS REQUESTED, TO THE SCENE OF AN EMERGENCY. A RDP IS NOT A FACILITY THAT HOUSES EITHER THE FIRE, MEDICAL, OR POLICE UNITS THAT RESPOND TO AN EMERGENCY UNLESS THE FACILITY IS SPECIFICALLY IDENTIFIED AS AN RDP IN THE COUNTY 911 PLAN.

§120C.1032. CERTIFICATION OF COUNTY OR MUNICIPAL TRAINING PROGRAMS.

(A) EACH COUNTY, CITY, BOROUGH, OR TOWNSHIP THAT OPERATES A 911 COMMUNICATIONS CENTER OR REMOTE DISPATCH POINT INCLUDED IN A 911 COUNTY PLAN SHALL BE RESPONSIBLE FOR IMPLEMENTING THE TRAINING PROVISIONS OF THIS CHAPTER AS THEY APPLY TO THEIR EMPLOYEES. EACH COUNTY SHALL SET FORTH THE METHODS OR PROCEDURES FOR ADMINISTERING ITS TRAINING PROGRAM IN THE COUNTY'S 911 PLAN. A CITY, BOROUGH, OR TOWNSHIP SHALL SET FORTH THE METHODS OR PROCEDURES FOR ADMINISTERING ITS TRAINING PROGRAM IN A MUNICIPAL TRAINING PLAN. A COUNTY AND ITS MUNICIPALITIES MAY AGREE TO CONDUCT A JOINT OR INTEGRATED TRAINING PROGRAM FOR BOTH COUNTY AND MUNICIPAL EMPLOYEES.

(B) THE AGENCY SHALL ANNUALLY REVIEW AND APPROVE THE TRAINING SECTION OF A COUNTY'S 911 PLAN OR A MUNICIPALITY'S TRAINING MANUAL BEFORE THE COUNTY OR MUNICIPALITY IS CERTIFIED BY THE AGENCY TO CONDUCT ITS ANNUAL TRAINING PROGRAM. THE ANNUAL REVIEW SHALL COINCIDE WITH THE SUBMISSION DATE OF THE COUNTY 911 PLAN'S TRAINING SECTION OR MUNICIPAL TRAINING PLAN TO THE AGENCY. COUNTIES SHALL SUBMIT THEIR 911 PLAN TRAINING SECTIONS TO THE AGENCY WITHIN 30 DAYS OF THE EFFECTIVE DATE OF THIS REGULATION. MUNICIPALITIES SHALL SUBMIT THEIR TRAINING PLANS TO THE AGENCY WITHIN 60 DAYS OF THE EFFECTIVE DATE OF THIS REGULATION.

(C) IN ORDER TO OBTAIN AGENCY CERTIFICATION, EACH COUNTY AND MUNICIPAL TRAINING PROGRAM SHALL INCLUDE THE MINIMUM HOURS OF CLASSROOM AND HANDS-ON INSTRUCTION AND TRAINING COURSE CONTENT SET FORTH IN THIS CHAPTER FOR THE CERTIFICATION OF CALL TAKERS, EMERGENCY DISPATCHERS, AND 911 CENTER SUPERVISORS. IN ADDITION, EACH COUNTY OR MUNICIPAL TRAINING PROGRAM SHALL INCLUDE THE CALL TAKER, EMERGENCY DISPATCHER, AND 911 CENTER SUPERVISOR PRACTICAL SKILLS TESTS PRESCRIBED BY THE AGENCY.

(D) AS PART OF THE ANNUAL CERTIFICATION PROCESS, EACH COUNTY OR MUNICIPALITY SHALL PROVIDE THE AGENCY WITH AN ACCURATE AND UP-TO-DATE INSTRUCTOR INFORMATION REPORT. THE REPORT SHALL DESCRIBE THE EDUCATIONAL BACKGROUND, EXPERIENCE, TRAINING SKILLS, ACADEMIC

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CREDENTIALS, AND ANY OTHER PERTINENT INFORMATION OF THE LEAD OR MASTER INSTRUCTORS WHO WILL CONDUCT THE COUNTY'S OR MUNICIPALITY'S TRAINING COURSES DURING THE CERTIFICATION YEAR. THE AGENCY WILL ANNUALLY REVIEW EACH LEAD OR MASTER INSTRUCTOR'S INFORMATION REPORT. THE AGENCY WILL ANNUALLY CERTIFY THOSE LEAD OR MASTER INSTRUCTORS WHO HAVE MET THE TRAINING REQUIREMENTS OF SECTION 120C.107(C) (RELATING TO CERTIFICATION CURRICULUM AND INSTRUCTORS) AND WHO CONTINUE TO SHOW COMPETENCY IN THEIR TRAINING AREA AS DETERMINED BY THE AGENCY AND THE COUNTY MUNICIPALITY THAT EMPLOYS THEM AS INSTRUCTORS.

§120C.1043. CERTIFICATION REQUIREMENTS FOR CURRENT AND NEWLY HIRED EMERGENCY COMMUNICATIONS PERSONNEL.

(A) A COUNTY OR MUNICIPAL 911 CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR WHO IS HIRED ON OR AFTER THE EFFECTIVE DATE OF THIS REGULATION, WHETHER THE INDIVIDUAL IS WORKING FULL-TIME OR PART-TIME AS A PERMANENT OR TEMPORARY EMPLOYEE, SHALL COMPLY WITH ALL OF THE TRAINING, CERTIFICATION AND RECERTIFICATION REQUIREMENTS CONTAINED IN THIS CHAPTER THAT ARE APPLICABLE TO THE INDIVIDUAL'S JOB POSITION, JOB DESCRIPTION, OR JOB FUNCTIONS AS A CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR.

(B) A COUNTY OR MUNICIPALITY SHALL NOTIFY THE AGENCY WHEN A NEWLY HIRED 911 CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR HAS COMPLETED HIS OR HER TRAINING PROGRAM, HAS SUCCESSFULLY PASSED THE PRACTICAL SKILLS TEST, AND IS AVAILABLE TO TAKE THE APPROPRIATE WRITTEN CERTIFICATION EXAMINATION AS DESCRIBED IN SECTION 120C.109 (RELATING TO WRITTEN EXAMINATIONS). THE NOTIFICATION SHALL BE PROVIDED ON A FORM THAT IS SUPPLIED BY THE AGENCY. THE AGENCY WILL THEN SCHEDULE THE INDIVIDUAL'S WRITTEN EXAMINATION WITHIN 30 DAYS OF RECEIPT OF THE COUNTY OR MUNICIPAL NOTIFICATION FORM.

(C) A COUNTY OR MUNICIPAL 911 CALL TAKER, EMERGENCY DISPATCHER OR 911 CENTER SUPERVISOR WHO IS WORKING EITHER FULL-TIME OR PART-TIME AS A PERMANENT OR TEMPORARY EMPLOYEE BEFORE THE EFFECTIVE DATE OF THIS REGULATION SHALL COMPLY WITH ONLY THE APPLICATION, AGE, AND WRITTEN EXAMINATION REQUIREMENTS OF THIS CHAPTER THAT ARE APPLICABLE TO THE INDIVIDUAL'S CERTIFICATION OR RECERTIFICATION AS A CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR. EACH INDIVIDUAL SHALL TAKE HIS OR HER APPROPRIATE WRITTEN CERTIFICATION EXAMINATION WITHIN 270 DAYS OF THE EFFECTIVE DATE OF THESE REGULATIONS.

(D) THIS SUBSECTION SHALL APPLY WHENEVER A LABOR UNION AGREEMENT OR SOME OTHER REASON REQUIRES A COUNTY OR MUNICIPALITY TO USE JOB

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TITLES OTHER THAN CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR TO DESCRIBE ITS 911 COMMUNICATION CENTER OR REMOTE DISPATCH POINT PERSONNEL. UNDER SUCH A CIRCUMSTANCE, THE COUNTY OR MUNICIPALITY AND THE AGENCY SHALL JOINTLY COMPARE THE FUNCTIONS, DUTIES AND RESPONSIBILITIES OF EACH COUNTY OR MUNICIPAL JOB POSITION WITH THE FUNCTIONS, DUTIES AND RESPONSIBILITIES OF A CALL TAKER, EMERGENCY DISPATCHER OR 911 CENTER SUPERVISOR TO DETERMINE WHICH REGULATORY POSITION (CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR) MOST CLOSELY RELATES TO THE COUNTY OR MUNICIPAL JOB POSITION. AFTER THE JOINT DETERMINATION HAS BEEN MADE, EITHER THE CALL TAKER, EMERGENCY DISPATCHER, OR 911 CENTER SUPERVISOR TRAINING AND CERTIFICATION REQUIREMENTS OF THIS CHAPTER SHALL BE APPLIED TO THOSE INDIVIDUAL COUNTY OR MUNICIPAL JOB POSITIONS. SHOULD A COUNTY OR MUNICIPALITY AND THE AGENCY FAIL TO AGREE ON THE APPROPRIATE TRAINING AND CERTIFICATION REQUIREMENTS FOR A COUNTY OR MUNICIPAL JOB POSITION, THE AGENCY SHALL, AT ITS OWN DISCRETION, DECIDE THE MATTER.

~~§120c.102.~~ §120C.105. Call taker certification.

(a) Roles and responsibilities. A call taker is responsible for taking all calls made by the general public to a 911 emergency communications center and for gathering all essential information from the caller in order to determine whether or not emergency response services need to be provided to the location or incident described by the caller.

(b) Certification.

(1) The Agency will certify as a call taker an individual who meets the following qualifications:

- (i) Completes an application form ~~prescribed~~ SUPPLIED by the Agency.
- (ii) Is 18 years of age or older.
- (iii) Has successfully completed a call taker training course approved by the Agency.
- (iv) Has passed a written examination prescribed by the Agency.
- (v) Has passed a practical test of call taker skills prescribed by the Agency.

(2) A call taker's certification is valid for 3 years from the date the certification was issued by the Agency. In order to maintain certification as a call taker, an individual shall comply with the recertification requirements set forth in subsection (e) (D).

(C) TRAINING COURSE CONTENT AND LENGTH. EACH CALL TAKER SHALL RECEIVE A MINIMUM OF 104 HOURS OF CLASSROOM AND HANDS ON

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INSTRUCTION. TRAINING COURSES SHALL CONSIST OF THE FOLLOWING ITEMS: TELEPHONE TECHNIQUES, CRISIS CALL TAKING, INCIDENT SPECIFIC INFORMATION, INTERROGATION SKILLS, PRIORITIZATION OF CALLS, NON-ENGLISH SPEAKING CALLS, TEXT TELEPHONE FOR THE DEAF, HEARING AND SPEECH IMPAIRED (TTY), ABANDONED 911 CALLS, SILENT 911 CALLS, ROLES AND RESPONSIBILITIES OF THE CALL TAKER, INTERPERSONAL SKILLS AND STRESS MANAGEMENT, 911 CENTER TERMINOLOGY, VERIFICATION SKILLS, USE OF 911 CENTER EQUIPMENT, 911 CENTER DOCUMENTATION SKILLS, GEOGRAPHY OF 911 CENTER SERVICE AREA, AND OTHER MATERIAL CONSIDERED NECESSARY BY THE INSTRUCTOR WHICH HAS BEEN APPROVED BY THE AGENCY.

(e) (D) Recertification. A call taker shall apply for recertification between 6 months and 60 days prior to expiration of the call taker's certification from the Agency. A call taker's failure to apply for recertification in a timely manner may result in the individual not being recertified before the prior certification expires. The Agency will recertify as a call taker an individual who meets the following qualifications:

- (1) Completes an application form supplied by the Agency.
- (2) Is or was previously certified as a call taker by the Agency.
- (3) Successfully passes a call taker written examination prescribed by the Agency.

~~§120c.103.~~ §120C.106. Emergency dispatcher certification.

(a) Roles and responsibilities. An emergency dispatcher is responsible for taking the information gathered by a call taker, determining the appropriate response to the situation, and dispatching the available emergency fire, police, ambulance, emergency management, or other resources needed to deal with the emergency situation.

(b) Certification.

(1) The Agency will certify as an emergency dispatcher, either for fire, police, ambulance, and/or emergency management services, an individual who meets the following qualifications:

- (i) Completes an application form ~~prescribed~~ supplied by the Agency.
- (ii) Is 18 years of age or older.
- (iii) Has successfully completed all requirements prescribed by the Agency to be a call taker.
- (iv) Has successfully completed an emergency dispatcher fire, police, ambulance, and/or emergency management training course prescribed by the Agency.

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(v) Has passed a written examination prescribed by the Agency for either emergency dispatcher fire, police, ambulance, and/or emergency management.

(vi) Has passed a practical test of emergency dispatcher skills for fire, police, ambulance, and/or emergency management prescribed by the Agency.

(2) An emergency dispatcher's certification is valid for 3 years from the date the certification was issued by the Agency. In order to maintain certification as an emergency dispatcher, an individual shall comply with the recertification requirements set forth in subsection (e) (D).

(C) TRAINING COURSE CONTENT AND LENGTH.

(1) A DISPATCHER FIRE SHALL RECEIVE A MINIMUM OF 120 HOURS OF CLASSROOM AND HANDS ON INSTRUCTION. TRAINING COURSES SHALL CONSIST OF THE FOLLOWING ITEMS: COMPLETION OF ALL CALL TAKER TRAINING REQUIREMENTS (104 HOURS) PLUS 16 HOURS OF FIRE SAFETY ISSUES, FIRE TERMINOLOGY, FIRE DISPATCHING PROTOCOLS, 911 CENTER RECORD REQUIREMENTS, FIRE DISPATCHING INCIDENT SPECIFICS, AND OTHER MATERIAL CONSIDERED NECESSARY BY THE INSTRUCTOR AND WHICH HAS BEEN APPROVED BY THE AGENCY.

(2) A DISPATCHER POLICE SHALL RECEIVE A MINIMUM OF 136 HOURS OF CLASSROOM AND HANDS-ON INSTRUCTION. TRAINING COURSES SHALL CONSIST OF THE FOLLOWING ITEMS: COMPLETION OF ALL CALL TAKER TRAINING REQUIREMENTS (104 HOURS) PLUS 32 HOURS OF POLICE SAFETY ISSUES, POLICE TERMINOLOGY, POLICE DISPATCHING PROTOCOLS, 911 CENTER REQUIREMENTS, NCIC/CLEAN ORIENTATION, POLICE DISPATCHING INCIDENT SPECIFICS, AND OTHER MATERIAL CONSIDERED NECESSARY BY THE INSTRUCTOR AND WHICH HAS BEEN APPROVED BY THE AGENCY.

(3) A DISPATCHER AMBULANCE OR EMERGENCY MEDICAL SERVICE (EMS) SHALL RECEIVE A MINIMUM OF 120 HOURS OF CLASSROOM AND HANDS ON INSTRUCTION. TRAINING COURSES SHALL CONSIST OF THE FOLLOWING ITEMS: COMPLETION OF ALL CALL TAKER TRAINING REQUIREMENTS (104 HOURS) PLUS 16 HOURS OF EMS SAFETY ISSUES, EMS TERMINOLOGY, EMS DISPATCHING PROTOCOLS, EMERGENCY MEDICAL DISPATCH, 911 CENTER RECORD REQUIREMENTS, EMS DISPATCHING INCIDENT SPECIFICS, AND OTHER MATERIAL CONSIDERED NECESSARY BY THE INSTRUCTOR AND WHICH HAS BEEN APPROVED BY THE AGENCY.

(4) A DISPATCHER EMERGENCY MANAGEMENT (EMA) SHALL RECEIVE A MINIMUM OF 120 HOURS OF CLASSROOM AND HANDS ON INSTRUCTION. TRAINING COURSES SHALL CONSIST OF THE FOLLOWING ITEMS: COMPLETION OF ALL CALL TAKER TRAINING REQUIREMENTS (104 HOURS)

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PLUS 16 HOURS OF EMA SAFETY ISSUES, EMA TERMINOLOGY, EMA DISPATCHING PROTOCOLS, 911 CENTER RECORD REQUIREMENTS, EMA DISPATCHING INCIDENT SPECIFICS, AND OTHER MATERIAL CONSIDERED NECESSARY BY THE INSTRUCTOR AND WHICH HAS BEEN APPROVED BY THE AGENCY.

(e) (D) **Recertification.** An emergency dispatcher shall apply for recertification between 6 months and 60 days prior to expiration of the emergency dispatcher's certification from the Agency. An emergency dispatcher's failure to apply for recertification in a timely manner may result in the individual not being recertified before the prior certification expires. The Agency will recertify as an emergency dispatcher an individual who meets the following qualifications:

- (5) Completes an application on a form prescribed by the Agency.
- (6) Is or was previously certified as an emergency dispatcher by the Agency.
- (7) Successfully passes an emergency dispatcher written examination prescribed by the Agency.

~~§120c.104.~~ §120C.107. 911 center supervisor certification.

(a) **Roles and responsibilities.** A 911 center supervisor is responsible for managing the overall operation of a 911 emergency communications center. A supervisor's duties include supervising the activities of all call takers and emergency dispatchers present in the 911 center, providing decision making, direction and control, and other authority for the operation of the 911 center, and handling other duties and responsibilities as assigned by proper authority.

(b) **Certification.**

- (1) To be certified as a 911 center supervisor, an individual shall:
 - (i) Complete an application form ~~prescribed~~ supplied by the Agency.
 - (ii) Be 20 years of age or older.
 - (iii) Have successfully completed all requirements prescribed and supplied by the Agency to be a call taker.
 - (iv) Have successfully completed all requirements prescribed by the Agency to be an emergency dispatcher fire, police, ambulance, and emergency management.
 - (v) Have successfully completed a front line supervisor course prescribed by the Agency and passed a written examination given for that course.
 - (vi) Have passed a practical test of 911 center supervisor skills prescribed by the Agency.

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(2) A 911 center supervisor's certification is valid for 4 years from the date the certification was issued by the Agency. In order to maintain certification as a 911 center supervisor, an individual shall comply with the recertification requirements set forth in subsection (c) (d).

(C) TRAINING COURSE CONTENT AND LENGTH.

(1) EACH 911 CENTER SUPERVISOR SHALL RECEIVE A MINIMUM OF 224 HOURS OF CLASSROOM AND HANDS ON INSTRUCTION.

(2) EACH 911 CENTER SUPERVISOR SHALL COMPLETE THE FOLLOWING COURSES:

(I) CALL TAKER (104 HOURS)

(II) DISPATCHER FIRE (16 HOURS)

(III) DISPATCHER POLICE (32 HOURS)

(IV) DISPATCHER AMBULANCE (EMS) (16 HOURS)

(V) DISPATCHER EMERGENCY MANAGEMENT (EMA) (16 HOURS)

(VI) FRONT LINE SUPERVISOR (40 HOURS)

(3) THE FRONT LINE SUPERVISOR COURSE SHALL CONSIST OF THE FOLLOWING ITEMS: LOWER LEVEL MANAGEMENT SKILLS/PRINCIPAL TECHNICAL SUPPORT NUMBERS - RESOURCE LOCATIONS, TECHNICAL TROUBLESHOOTING FOR EQUIPMENT, PUBLIC/MEDIA RELATIONS, DEPARTMENTAL CHAIN OF COMMAND, POLICY AND PREPLANNING, OPERATIONAL FLOW, AND OTHER MATERIAL CONSIDERED NECESSARY BY THE INSTRUCTOR AND WHICH HAS BEEN APPROVED BY THE AGENCY.

(e) (D) Recertification. A 911 center supervisor shall apply for recertification between 9 months and 90 days prior to expiration of the 911 center supervisor's certification from the Agency. A 911 center supervisor's failure to apply for recertification in a timely manner may result in the individual not being recertified before the prior certification expires. The Agency will recertify as a 911 center supervisor, an individual who meets the following qualifications:

(4) Completes an application form ~~prescribed~~ supplied by the Agency.

(5) Is or was previously certified as a 911 center supervisor by the Agency.

(6) Successfully passes a 911 center supervisor written examination prescribed by the Agency.

~~§120e.105.~~ §120C.108. Certification curriculum and instructors.

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(a) The Agency ~~will~~ SHALL review and approve all certification curricula~~ums~~, materials, ~~schedules~~, examinations, ~~fee~~, training records and other related matters that are necessary to implement the certification ~~recordkeeping~~ AND RECERTIFICATION standards established by this Chapter.

(b) The Agency ~~will~~ SHALL approve ALL LEAD OR MASTER instructors USED BY A COUNTY OR MUNICIPALITY TO ~~who~~ conduct any of the certification courses reviewed and approved by the Agency. AS PART OF THE APPROVAL PROCESS, EACH COUNTY OR MUNICIPALITY SHALL SUBMIT AN ANNUAL LEAD OR MASTER INSTRUCTOR INFORMATION REPORT AS REQUIRED BY SECTION 120C.103(D) (RELATING TO CERTIFICATION OF COUNTY OR MUNICIPAL TRAINING PROGRAMS). ~~Instructors shall have satisfactorily completed an Agency-approved training course for teaching the subjects they are expected to teach or they shall have the academic credentials and instruction experience necessary to demonstrate a broad command of the subject matter of the courses and competent instructional skills.~~

(C) ALL LEAD OR MASTER INSTRUCTORS SHALL COMPLETE AN EIGHT HOUR TRAIN-THE-TRAINER INSTRUCTOR COURSE CONDUCTED BY THE AGENCY. THE COURSE IS DESIGNED TO PROVIDE AND REINFORCE BASIC TRAINING SKILLS TO 911 CENTER TRAINING INSTRUCTORS. THE COURSE SHALL INCLUDE INSTRUCTION IN THE AREAS OF INSTRUCTOR METHODOLOGY, THE ROLES AND RESPONSIBILITIES OF THE TRAINER, THE USE OF INSTRUCTIONAL AIDS, CLASSROOM SAFETY AND RECORD KEEPING. A TRAINING SCHEDULE OF COURSE AVAILABILITY WILL BE PROVIDED BY THE AGENCY ON A QUARTERLY BASIS.

(D) ALL POLICE DISPATCHERS SHALL BE TRAINED BY THE PENNSYLVANIA STATE POLICE (PSP). THE PSP IS THE CONTROL TERMINAL AGENCY AND SHALL PROVIDE INSTRUCTION AND CERTIFICATION TO TERMINAL AGENCY COORDINATORS (TAC) AND TERMINAL AGENCY PERSONNEL ON THE COMMONWEALTH LAW ENFORCEMENT ASSISTANCE NETWORK (CLEAN). THE 24-HOUR TRAINING PROGRAM PROVIDES THE KNOWLEDGE NECESSARY TO OPERATE THE CLEAN SYSTEM IN ACCORDANCE WITH PSP POLICIES AND REGULATIONS.

(E) ALL AMBULANCE OR EMERGENCY MEDICAL SERVICE DISPATCHERS SHALL BE TRAINED BY DEPARTMENT OF HEALTH APPROVED CONTRACTORS WHO PROVIDE INSTRUCTORS TO CONDUCT THE EMERGENCY MEDICAL DISPATCH TRAINING OF 911 COMMUNICATIONS CENTER OR REMOTE DISPATCH POINT PERSONNEL. THE DEPARTMENT SHALL ALSO APPROVE ALL COURSE MATERIALS USED BY THE CONTRACTED INSTRUCTORS.

§120C.109. WRITTEN EXAMINATIONS.

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(A) PEMA WILL ADMINISTER ALL WRITTEN EXAMINATIONS FOR THE CERTIFICATION AND RECERTIFICATION OF CALL TAKERS, EMERGENCY DISPATCHERS, AND 911 CENTER SUPERVISORS. THE EXAMINATIONS WILL BE CONDUCTED AT EACH COUNTY'S 911 CENTER OR EACH MUNICIPALITY'S REMOTE DISPATCH POINT DURING NORMAL SHIFT PERIODS, AS AGREED UPON BY THE AGENCY AND THE COUNTY OR THE MUNICIPALITY.

(B) ALL WRITTEN CERTIFICATION AND RECERTIFICATION EXAMINATIONS SHALL CONSIST OF 100 QUESTIONS THAT INCLUDE 50 QUESTIONS FROM A NATIONALLY RECOGNIZED 911 ORGANIZATION SUCH AS THE NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA) OR THE ASSOCIATION OF PUBLIC SAFETY COMMUNICATION OFFICIALS (APCO) AND 50 QUESTIONS THAT ARE SPECIFIC TO EACH COUNTY'S OR MUNICIPALITY'S 911 COMMUNICATIONS SYSTEM, OPERATIONAL PROCEDURES, AND OTHER RELATED MATTERS.

§120C.110. PRACTICAL SKILLS TESTS.

(A) A PRACTICAL SKILLS TEST SHALL BE CONDUCTED BY THE LEAD OR MASTER INSTRUCTOR USED BY THE COUNTY, CITY, BOROUGH, OR TOWNSHIP. THE CALL TAKER, EMERGENCY DISPATCHER OR 911 CENTER SUPERVISOR SHALL DEMONSTRATE PROPER USAGE OF THE EQUIPMENT APPLICABLE TO HIS OR HER AREA OF ASSIGNMENT. CALL-TAKING AND DISPATCH AUDIT REVIEWS MAY BE USED TO REVIEW PROPER TECHNIQUES.

(B) CALL TAKER PRACTICAL SKILLS TESTS.

- (1) THE CALL TAKER SHALL DEMONSTRATE SKILL KNOWLEDGE IN THE FOLLOWING AREAS: TELEPHONE OPERATIONS, COMPLAINT CARD SYSTEM, TDD/TTY OPERATIONS, LOCAL FORMS AND COMPUTER AIDED DISPATCH (CAD) SYSTEM (IF AVAILABLE.)
- (2) A CALL TAKER PRACTICAL SKILLS TEST SHALL EVALUATE THE CALL TAKER'S KNOWLEDGE IN THE USE OF EMERGENCY AND NON-EMERGENCY LINES, HOTLINES, CALL TRANSFERRING, LINE TRACING, CONFERENCE AND CALL HOLDING. THE CALL TAKER SHALL DEMONSTRATE USE OF THE COMPLIANT CARD SYSTEM TO INCLUDE LOCATION AND TYPES OF INCIDENTS, CALLER INFORMATION AND SUPPLEMENTAL INFORMATION. TDD/TTY OPERATIONS WILL EVALUATE KNOWLEDGE OF TDD/TTY CALL RECOGNITION, THE USE OF PREPROGRAMMED MESSAGES AND COMMUNICATION. IF AVAILABLE, THE CALL TAKER SHALL DEMONSTRATE CAD OPERATIONS TO INVOLVE SHOWING USE OF LOCAL CAD FUNCTIONS RELATED TO CALLTAKING.

(C) EMERGENCY DISPATCHER PRACTICAL SKILLS TESTS.

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- (1) THE EMERGENCY DISPATCHER SHALL DEMONSTRATE SKILL KNOWLEDGE IN THE FOLLOWING AREAS: RADIO DISPATCH OPERATIONS, COMPLAINT CARD SYSTEM AND STANDARD OPERATING PROCEDURES (SOPS) RELATING TO THE AREA OF DISPATCH.
- (2) EMERGENCY DISPATCHER MEDICAL TESTS SHALL EVALUATE KNOWLEDGE OF THE EMS COMPLAINT CARDS TO INCLUDE LOCATION AND TYPES OF INCIDENTS, RESPONSE INFORMATION, AND SUPPLEMENTAL INFORMATION. RADIO DISPATCH OPERATIONS SHALL EVALUATE KNOWLEDGE OF TYPES OF EMD CLASS RESPONSES, MEDICAL PATCHES, RESPONSE UNIT PRIORITIZATION AND UNIT TONE AND PAGING SYSTEMS. IF AVAILABLE, THE EMERGENCY DISPATCHER SHALL DEMONSTRATE CAD OPERATIONS TO INVOLVE SHOWING USE OF LOCAL CAD FUNCTIONS RELATED TO MEDICAL DISPATCHING.
- (3) EMERGENCY DISPATCHER FIRE TESTS SHALL EVALUATE KNOWLEDGE OF THE FIRE COMPLAINT CARDS TO INCLUDE DISPATCH AND RESPONSE TIMES, UNIT STATUS, LOCATION AND TYPES OF INCIDENTS, AND SUPPLEMENTAL INFORMATION. RADIO DISPATCH OPERATIONS SHALL EVALUATE KNOWLEDGE OF FIRE RESPONSE LEVELS, ALARM DETERMINATION, RESPONSE UNIT PRIORITIZATION AND UNIT TONE AND PAGING SYSTEMS. IF AVAILABLE, THE EMERGENCY DISPATCHER SHALL DEMONSTRATE CAD OPERATIONS TO INVOLVE SHOWING USE OF LOCAL CAD FUNCTIONS RELATED TO FIRE DISPATCHING.
- (4) EMERGENCY DISPATCHER POLICE TESTS SHALL EVALUATE KNOWLEDGE OF THE POLICE COMPLAINT CARDS TO INCLUDE DISPATCH AND RESPONSE TIMES, UNIT STATUS, LOCATION AND TYPES OF INCIDENTS AND SUPPLEMENTAL INFORMATION. RADIO DISPATCH OPERATIONS SHALL EVALUATE KNOWLEDGE OF POLICE RESPONSE AREAS, STATUS CHECKS, LOCAL POLICE CODES AND PHRASEOLOGY. IF AVAILABLE, THE EMERGENCY DISPATCHER SHALL DEMONSTRATE CAD OPERATIONS TO INVOLVE SHOWING THE USE OF LOCAL CAD FUNCTIONS RELATED TO POLICE DISPATCHING.

(D) 911 CENTER SUPERVISOR PRACTICAL SKILLS TESTS.

THE 911 CENTER SUPERVISOR SHALL BE EVALUATED IN THE AREAS RELATING TO CALL-TAKING, EMERGENCY FIRE, POLICE AND MEDICAL DISPATCHING AS DESCRIBED IN THE PREVIOUS SUBSECTIONS.

~~§120c.107.~~ §120C.111. Retention of records for audit.

- (a) A county, city, borough or any other public or private operator of a 911 emergency communications system OR REMOTE DISPATCH POINT in the Commonwealth shall maintain

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a record of the certification document and any related supporting documents for each employee, agent or representative who is certified by the Agency as a call taker, emergency dispatcher (i.e. fire, police, ambulance, emergency management), and/or 911 center supervisor. ALL records shall be retained for a period of four years starting at the time the certification document or its supporting documents were signed and dated by the proper signatory to the document.

(b) A county, city, borough, or any other public or private operator of a 911 emergency communications center OR REMOTE DISPATCH POINT shall make the records described in subsection (a) available for audit by Commonwealth and Agency officials within ten days after receiving a written request that those records be made available for audit. The audit request may be made at any time during the four year record retention period.

~~§120c.108.~~ §120C.112. Right to enter and inspect.

(a) The Agency shall have the right to enter any 911 emergency communications center OR REMOTE DISPATCH POINT in the Commonwealth during regular and usual business hours, or at other times when the Agency deems necessary, in order to conduct the following activities:

- (1) To inspect all employment records that pertain to the certification of all 911 emergency communications center OR REMOTE DISPATCH POINT personnel and the staffing of those personnel.
- (2) To inspect all county plans, emergency dispatch protocols, and other documents related to the operation of the 911 emergency communications center OR REMOTE DISPATCH POINT and the dispatch of emergency services by that center.
- (3) To inspect all equipment and other items required to be maintained at the 911 emergency communication center OR REMOTE DISPATCH POINT under section 120a.104.(b) (relating to minimum standards for PSAP's).

The Agency reserves the right to enter any 911 emergency communications center OR REMOTE DISPATCH POINT and make inspections at least semi-annually, and at other times upon complaint or a reasonable belief that violations of this Chapter or Chapter 120b. may exist.

**TRANSMITTAL SHEET FOR REGULATIONS SUBJECT TO THE
REGULATORY REVIEW ACT**

RECEIVED
2000 MAY 24 AM 11:19

INDEPENDENT REGULATORY
REVIEW COMMISSION

I.D. NUMBER: 30-52

SUBJECT: Training and Certification Standards for 911 Emergency Communications Personnel

AGENCY: PA Emergency Management Agency

TYPE OF REGULATION

Proposed Regulation

X Final Regulation

Final Regulation with Notice of Proposed Rulemaking Omitted

120-day Emergency Certification of the Attorney General

120-day Emergency Certification of the Governor

Delivery of Tolled Regulation

a. With Revisions b. Without Revisions

FILING OF REGULATION

DATE	SIGNATURE	DESIGNATION
5/24/00	<u>Dennis Miller</u>	HOUSE COMMITTEE ON VETERANS AFFAIRS AND EMERGENCY PREPAREDNESS
5/24/00	<u>[Signature]</u>	
5/24/00	<u>Valerie Keller</u>	SENATE COMMITTEE ON STATE GOVERNMENT
5/24/00	<u>Jamy Gordo</u>	
5/24/00	<u>Jessica Villanueva</u>	INDEPENDENT REGULATORY REVIEW COMMISSION
_____	_____	ATTORNEY GENERAL
_____	_____	LEGISLATIVE REFERENCE BUREAU