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INDUSTRIAL REGULATORY  
REVIEW COMMISSION

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IRRC Number: 2020

<b>Regulatory Analysis Form</b>	
(1) Agency <b>Pennsylvania Emergency Management Agency</b>	
(2) I.D. Number (Governor's Office Use) <b>30-52 R2X</b>	
(3) Short Title <b>Training and Certification Standards for 911 Emergency Communications Personnel</b>	
(4) PA Code Cite <b>4 Pa. Code Chapter 120c</b>	(5) Agency Contacts & Telephone Numbers Primary Contact: <b>Mark Goodwin</b> <b>717-651-2010</b> Secondary Contact:
(6) Type of Rulemaking (Check One) <input checked="" type="checkbox"/> Proposed Rulemaking <input 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. <b>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.</b>	
(9) State the statutory authority for the regulation and any relevant state or federal court decisions. <b>The Public Safety Emergency Telephone Act (35 P.S. §§ 7011 - 7021), as amended.</b>	

## Regulatory Analysis Form

(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.**

## Regulatory Analysis Form

(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.**

## Regulatory Analysis Form

(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.**

## Regulatory Analysis Form

(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
<b>SAVINGS:</b>	\$	\$	\$	\$	\$	\$
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
<b>Total Savings</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>COSTS:</b>						
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
<b>Total Costs</b>	<b>15,000</b>	<b>15,000</b>	<b>15,000</b>	<b>15,000</b>	<b>15,000</b>	<b>15,000</b>
<b>REVENUE LOSSES:</b>						
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
<b>Total Revenue Losses</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Regulatory Analysis Form

(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.**

## Regulatory Analysis Form

(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.**

## Regulatory Analysis Form

(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.**



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

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LEGISLATIVE COUNCIL ON GOVERNMENT  
REVIEW COMMISSION

DO NOT WRITE IN THIS SPACE

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

*[Signature]*  
BY: \_\_\_\_\_  
(DEPUTY ATTORNEY GENERAL)

MAR 05 1999.

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:

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]*

6 Mar 99  
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  
Proposed 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**

The Pennsylvania Emergency Management Agency (PEMA), under the authority contained in 35 Pa. C. S. § 7313 (relating to powers and duties) and 35 P.S. § 7013 (relating to power to adopt regulations) proposes to adopt regulations in Chapter 120c., as set forth in Annex A.

This regulation is intended to promote the public's health, safety and welfare by establishing training and certification standards for 911 emergency communications personnel (e.g. call takers, emergency dispatchers, and supervisors) who work in the county 911 emergency communications centers throughout the 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 (e.g. 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 personnel throughout the 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.

#### **Need for the Proposed Regulations.**

These proposed regulations are needed in order to implement Section 3(a)(6) of Act No. 17 of 1998 (P.L. 64, No. 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 No. 17 required the Pennsylvania Emergency Management Agency 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 the Commonwealth. The purpose for establishing these training standards is to ensure that all 911 center personnel possess certain standard levels of training and competency which will enable the general public to receive more effective and timely emergency response services when they are needed.

#### **Affected Persons**

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.

## Sunset Requirement

PEMA has not set a sunset date for this regulation because all county 911 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose improvements such as this regulation when required.

## Paperwork Requirements

These proposed regulations will not change the amount of paperwork that State agencies and counties must prepare as part of the administration of their 911 emergency communications systems.

## Regulatory Review

Under section 5(a) of the Regulatory Review Act (71 P.S. § 745.5(a)), a copy of these proposed regulations was submitted on 3/18/99 to the Independent Regulatory Review Commission, the Senate State Government Committee and the House Veterans Affairs and Emergency Preparedness Committee. In addition to the proposed amendments, the Commission and the Committees were provided with a copy of a detailed regulatory analysis form prepared by the agency in compliance with Executive Order 1996-1, "Regulatory Review and Promulgation." A copy of the form is available to the public from the agency upon request. The agency will consider any comments or suggestions received from the Commission or the Committees, together with any comments or suggestions received from the public, prior to adopting the proposed amendments.

As provided by sections 5(c) and 6(a) of the Regulatory Review Act, the proposed amendments will be deemed approved by the Committees on \_\_\_\_\_ and by the Commission on \_\_\_\_\_, unless the Committees or the Commission recommend disapproval before these dates. If the Committees or the Commission recommends disapproval, the Regulatory Review Act provides detailed procedures for review by the agency, the Governor and the General Assembly.

## Contact person

Interested persons are invited to submit written comments, suggestions or objections regarding these amendments to Mark Goodwin, Chief Counsel, Pennsylvania Emergency Management Agency, P.O. Box 3321, Harrisburg, Pennsylvania 17105, within 30 days following publication of this proposed regulation in the Pennsylvania Bulletin.

Charles F. Wynne  
Director

CHAPTER 120c. TRAINING AND CERTIFICATION  
STANDARDS FOR 911 EMERGENCY COMMUNICATIONS  
PERSONNEL

Sec.

120c.101. Purpose.

120c.102. Call taker certification.

120c.103. Emergency dispatcher certification.

120c.104. Center Supervisor certification.

120c.105. Certification curriculum and instructors.

120c.106. Refresher training.

120c.107. Retention of records for audit.

120c.108. Right to enter and inspect.

**§ 120c.101. Purpose.**

The purpose of this chapter is to implement Section 3(a)(6) of the Act (35 P.S. §7011-7021) 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 the Commonwealth.

**§120c.102. 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.

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

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

(i) Completes an application on a form prescribed 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 (c).

(c) 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 on a form prescribed by the Agency.

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

- (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. 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 on a form prescribed 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.

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

(iv) Has successfully completed an emergency dispatcher fire, police, ambulance, and/or emergency management training course prescribed by the Agency.

(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 (c).

(c) 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:

(1) Completes an application on a form prescribed by the Agency.

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY  
COMMUNICATIONS PERSONNEL**

- (2) Is or was previously certified as an emergency dispatcher by the Agency.
- (3) Successfully passes an emergency dispatcher written examination prescribed by the Agency.

**§120c.104. 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 on a form prescribed by the Agency.
  - (ii) Be 20 years of age or older.
  - (iii) Have successfully completed all requirements prescribed 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.



**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

(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.

(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).

(c) 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:

(1) Completes an application on a form prescribed by the Agency.

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

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

**§120c.105. Certification curriculum and instructors.**

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

(a) The Agency shall review and approve all certification curriculums, materials, schedules, examinations, fees, record keeping and other related matters that are necessary to implement the certification standards established by this chapter.

(b) The Agency shall approve all instructors who conduct any of the certification courses reviewed and approved by the Agency. 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 course(s) and competent instructional skills.

**§120c.106. Refresher training.**

(a) All call takers and emergency dispatchers who are certified in accordance with this chapter shall receive annual refresher training of sufficient content and duration to maintain their competencies, or shall demonstrate competency in those areas at least yearly. The Agency shall publish annual guidelines concerning this matter.

(b) A record of the methodology used to demonstrate competency of the call takers and emergency dispatchers shall be maintained in accordance with section 120c.107 (relating to the retention of records for audit).

**§120c.107. Retention of records for audit.**

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

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

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 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. Right to enter and inspect.**

(a) The Agency shall have the right to enter any 911 emergency communications center 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 personnel and the staffing of those personnel.

**CHAPTER 120c. TRAINING AND CERTIFICATION STANDARDS FOR 911 EMERGENCY COMMUNICATIONS PERSONNEL**

(2) To inspect all county plans, emergency dispatch protocols, and other documents related to the operation of the 911 emergency communications center 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 under section 120a.104.(b) (relating to minimum standards for PSAP's).

The Agency reserves the right to enter any 911 emergency communications center 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

I.D. NUMBER:	30-52	99 MAR 19 AM 9:19
SUBJECT:	Training & Certification Standards for 911 Emergency Communications Personnel	REGULATORY REVIEW COMMISSION
AGENCY:	PA EMERGENCY MANAGEMENT AGENCY	

**TYPE OF REGULATION**

- X Proposed Regulation
- 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
3-18-99	<i>Carol Aloda</i>	HOUSE COMMITTEE ON VETERANS AFFAIRS AND EMERGENCY PREPAREDNESS
3-18-99	<i>J. T. [unclear]</i>	
3-18-99	<i>J. Gado</i>	SENATE COMMITTEE ON STATE GOVERNMENT
3-19-99	<i>Valerie Hoover</i>	
3/19/99	<i>Kim C. Harner</i>	INDEPENDENT REGULATORY REVIEW COMMISSION
		ATTORNEY GENERAL
3/18/99	<i>Mayra Garcia</i>	LEGISLATIVE REFERENCE BUREAU

March 12, 1999