

Montana State Legislature

2011 Session

Exhibit 2

This exhibit is a booklet which can not be scanned, therefore only the front cover/table of content and 10 pages have been scanned to aid in your research.

The original exhibits are on file at the Montana Historical Society and may be viewed there.

**Montana Historical
Society Archives
225 N. Roberts
Helena MT 59620-1201
2011 Legislative Scanner Susie Hamilton**

EXHIBIT #2
DATE Feb 3rd
32

**Interim Report
On
Challenges Facing
Human Resources and Staffing in the
9-1-1 Public Safety Communications
Center**

Reported by

APCO ProCHRT

Professional Communications Human Resources Taskforce



August 2010

APCO

76th Annual Conference & Expo
Houston, TX

TABLE OF CONTENTS

EXECUTIVE SUMMARY	5
HISTORY	6
PURPOSE	6
BACKGROUND	7
OVERVIEW	7
OBJECTIVES.....	8
<i>CORE PRINCIPLES MANIFESTO</i>	9
RECOMMENDATIONS.....	10
INITIAL REPORT CARDS.....BY STATE.....	10
INITIAL FINDINGS	20
TRAINING	21

PRO CHRT TASK FORCE MEMBERS

Chair - Steve Souder, Virginia Chapter

Director, Department of 9-1-1/Public Safety Communications, Fairfax, VA

Vice-Chair - Kimberly Burdick, Montana Chapter

Communications Manager, Chouteau County Sheriff's Office, Fort Benton, MT

Carol Adams, RPL, Virginia Chapter

Director, Emergency Communications Division, Stafford County Sheriff's Office, Stafford, VA

Susan Bomstad, Montana Chapter

Assistant Manager, Missoula County 9-1-1 Center

Yvonne Carslay, Washington Chapter

Training Manager, Valley Communications Center, Kent, WA

Debbie Gailbreath, RPL, Florida Chapter

Training and Accreditation Supervisor, Sarasota County Sheriff's Office, Sarasota, FL

Matt Stillwell, Oklahoma Chapter

Director of Public Safety Communications and Emergency Management, City of Edmond, OK

Bill Carrow, President Elect and Executive Committee

Liaison

Chief of Communications, Delaware State Police

Loredana Elsberry, MABC, RPL, APCO Staff Support

Communications Center & 9-1-1 Services Manager, APCO Int'l

EXECUTIVE SUMMARY

In April 2009, the Association of Public-Safety Communication Officials International (APCO, Inc.) established a task force to specifically review human resource challenges affecting the 9-1-1 Public Safety Communication Center (PSCC).

The individuals who manage 9-1-1 public safety communications centers (PSCC) throughout the United States are confronted everyday with challenges associated with the human resource aspect of PSCC operations.

The "National Grade by Category" seeks to represent the *national* view of the identified human resource need based upon the overall support from a statewide perspective. Although we found a virtual non-existent statewide mandate for training, we recognize that many localities and agencies have developed a comprehensive training program which meets or exceeds the Minimum Training Standards for Public Safety Telecommunicators; there is

insufficient information at this writing to place a grade to in-service and/or continuing education opportunities; EMD is repeatedly found to be a local initiative with little or no support from a statewide perspective; and retirement benefits commensurate with the public safety contribution of these individuals is non-existent. We can

only conclude, at the writing of this interim report that the nation would rank an F. *The final report will continue to grade these and other major areas of importance to the human factor of 9-1-1 public safety communications professionals in the United States. It does not and is not meant to measure the quality of services provided by 9-1-1 public safety communication centers – rather, it considers the legislative, regulatory and work environments, the existing infrastructure related to personnel, and the available trained and qualified workforce that*

NATIONAL GRADE BY CATEGORY	
STATE MANDATED TRAINING REQUIREMENTS	D
INSERVICE OPPORTUNITIES	N/A
EMD	D
RETIREMENT BENEFITS	F
OVERALL	F



•If a grade were given at this time it would, unfortunately, be a F..... America deserves better.

constitute the public safety communication centers relied upon every day by citizens as well as public safety responders.

The preliminary findings in this progress report should raise concern in every locality and state in the country. It should raise awareness and concern to legislatures both at the state and federal levels. Improvements relative to many human resource issues within the PSCC will most likely require a different mindset of the critical nature of these individuals and will most likely require legislative change(s), etc.

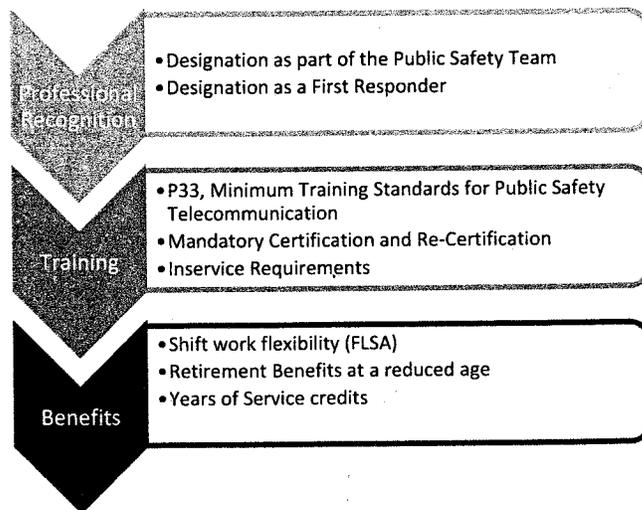
Challenges Facing Human Resources and Staffing in the Public Safety Communications Center

August
2010

HISTORY

This taskforce was established by APCO as a result of growing concern amongst 9-1-1 public safety communications center professionals about the many challenges faced daily in the nation's 9-1-1 public safety communications centers. They include:

These are issues that have plagued these professionals and the industry for far too many years.



- Why are these individuals not formally considered part of the *public safety* effort in this country? Why they are not considered *first responders*? These individuals are the *very first* part of the 'response' to any emergency and remain a critical part of the subsequent public safety 'response' to its conclusion. Everywhere in between *they* support the citizen in need and the public safety responder, additional resources, managing communications, etc.

- Why is not more attention paid to the training and certification/re-certification of 9-1-1 call takers, law enforcement, fire-rescue and

Emergency Medical Service (EMS) dispatchers and those that supervise them?

- What can be done through the Federal Fair Labor Standards Act (FLSA) to provide for scheduling flexibility in a manner similar to those provided our partner public safety agencies.....Law Enforcement and Fire-Rescue?
- What needs to be done, considering the extraordinarily demanding and stressful environment of 9-1-1 public safety communications to reduce the required years of service before personnel are eligible to retire to align the profession with other public safety professionals?

PURPOSE

APCO President-Elect, Bill Carrow, established, with the support of APCO's Board of Directors, the Professional Communications Human Resources Taskforce (ProCHRT). The Taskforce has, during the past year gathered information, reviewed, studied, and compared existing data regarding relative human resource material from across the country. This "Progress Report" is the interim report to a final "Report Card" to the APCO membership on the state of human resource and staffing challenges to those critical individuals who staff the 9-1-1 Public Safety Communication Centers answering the approximately 250,000 9-1-1 and emergency calls made daily and dispatching and providing safety and support to the other public safety responders. These challenges include professional recognition, certification requirements, and retirement eligibility all of which will assist the professionals directly with these issues which are and should be of national concern.

Challenges Facing Human Resources and Staffing in the Public Safety Communications Center

August
2010

These issues are of local, state and national importance and in one way or another affect every 9-1-1 public safety communications center in the nation.

BACKGROUND

9-1-1 Public Safety Communications works closely with Law Enforcement, Fire-Rescue and Emergency Medical Services every day. 9-1-1 is the gateway through which virtually every emergency is reported resulting in communications center personnel being the first to assist citizens in their time of need while simultaneously dispatching appropriate resources. However, the public safety communications professionals are not afforded nor required to have a similar level of training, certification and benefits as their comrades in public safety. The vast majority

97% of public safety communications personnel **WILL NOT** work long enough to retire.

of communications personnel in this country have to work 30 or more years to receive a full retirement benefit, yet the stress of the job routinely precludes employees from completing their career and achieving retirement. From a previous APCO study Project RETAINS (**Responsive Efforts To Address Integral Needs in Staffing**) it is estimated that 97 % of public safety communications personnel **WILL NOT** work in the profession long enough to retire... and it is also estimated that 97 % of Law Enforcement and Fire- Rescue personnel **WILL** work long enough to retire. Even though some progress has been made in recent years in having some public safety communications personnel recognized as *First Responders* it is the exception not the rule. When dealing with work schedules, the Federal Fair Labor Standards Act (FLSA) excludes public safety communication professionals from the ability to work a more condensed and efficient work week.

FACTS ABOUT 9-1-1 PUBLIC SAFETY COMMUNICATIONS *

- Number of calls 9-1-1 daily: 260,000 (approx.)
- Number of 9-1-1 calls annually: 240 million
- Number of primary and secondary 9-1-1 public safety communications center (i.e. Public Safety Answering Points (PSAPs): 6,170
- Number of personnel staffing communication centers: 99,900
- Number of Law Enforcement Officers supported: 883,600
- Number of Firefighters supported: 731,200
- Number of EMS personnel supported: 210,700

* Personnel numbers for occupations supplied by the Bureau of Labor Statistics; 9-1-1 statistics provided by the National Emergency Number Association (NENA)

OVERVIEW

This task force has begun an in-depth study of the human resource related issues affecting public safety communications professionals across the nation currently. It has thus involved a research of state laws and practices as well as interaction with the APCO chapters, resulting in a future report card outlining the current status of training standards and certification requirements, retirement options and other key topic areas by state, along with recommendations. A preliminary glimpse of the research conducted to date is included in this Taskforce update below. The final results of this research will eventually be provided electronically in a tool kit that will be made available free to APCO members as a ready reference. This tool kit will include useful resources, documents, sample letters, templates, etc. to help in promoting the public safety communication professional wherever and whenever possible.

Challenges Facing Human Resources and Staffing in the Public Safety Communications Center

August
2010

OBJECTIVES

- Study professional certification and minimum training requirements throughout the country.
- Study the retirement benefit years of service for communications professionals throughout the country, outlining specific states and jurisdictions that have made changes (by improvement) and those that are in-process.
- Study the Federal Fair Labor Standards Act as it pertains to scheduling of communications professionals and report findings with recommendations to include raising pertinent issues to a national level.
- Working with the APCO Call Center (9-1-1 Public Safety Communications Center) Standards & Member Chapter Services Committees, promote the importance of local training programs becoming APCO Project 33 Training Certification Program certified compliant.
- Develop strategies and make recommendations toward promotion of the "First Responder" status of 9-1-1 Public Safety Telecommunicators.
- Recommend position titles that more aptly describe the 9-1-1 Call Taker, Law Enforcement dispatcher, Fire-Rescue dispatcher and EMS dispatcher.
- Identify those states and jurisdictions that mandate the use of life saving Emergency Medical Dispatcher pre-arrival instruction.
- Develop a tool kit to include the following information at a minimum, which will be made available to APCO members:
 - Master list of states to include a synopsis of their labor laws, retirement and training certification requirements specific to public safety communications professionals
 - Sample legislation
 - Effective strategies for:
 - Writing legislation
 - Advocating positions (provide explanation for clarification – it was a question about what it meant?)
 - Garnering Support
 - Internal changes (provide explanation for clarification – it was a question about what this meant?)
 - Promote professional training and certification
 - Sample press releases
- Inclusion of and well-deserved recognition of the communications professional and their contribution as a member of the public safety community.
- Complete a report to the industry and those with a vested interest in the human factor of public safety communications to include the findings of the research along with recommendations on a path forward.

• All law enforcement officers and Fraternal Order of Police members depend and rely on 911 Dispatchers as our life line each and every shift. The voice on the other end of the radio must handle every emergency and stressful situation. Our members and the public depend on the 911 system for their safety. We appreciate the hard work of these individuals and offer our support of this legislation. Florida FOP

9-1-1



Challenges Facing Human Resources and Staffing in the Public Safety Communications Center

August
2010

All of the above are in support of the newly promulgated....

APCO

CORE PRINCIPLES MANIFESTO

Introduced at the 76th annual

APCO Conference and Exposition

Houston Texas on August 2, 2010

The Association of Public-Safety Communications Officials - International, Inc. (APCO) is the world's largest and oldest public safety communications association, representing an industry of over 200,000 professionals. As the leading public safety communications association we believe, stand for, advocate and/or support:

- That every state mandate and/or adopt standard criterion for 9-1-1 public safety call taker and dispatcher training, using APCO's Project 33 - Minimum Training Standards for Public Safety Telecommunicators as a baseline, accredited by American National Standards Institute (ANSI), for certification and re-certification to maintain the highest level of knowledge, skill and ability.
- That Emergency Medical Dispatch (EMD) pre-arrival medical protocols are mandated and/or adopted by every state so that every citizen requesting an Emergency Medical Service (EMS) response is provided appropriate medical advice while EMS assistance is en route.
- That 9-1-1 public safety communications personnel should be paid a fair and equitable wage and receive benefits commensurate with the mission critical life saving nature of the job they perform each day, while working cohesively in providing services to and in support of Law Enforcement, Fire-Rescue and Emergency Medical Service providers.
- That adequate radio spectrum of all type (narrowband, broadband, etc.) is made available to public safety services to fulfill their mission and the needs and expectations of communities and citizens they serve and protect.
- That 9-1-1 fees/taxes collected from the public are used exclusively in support of 9-1-1 public safety communications and that funds collected are not diverted to other purposes.
- That training, operational and technical standards are utilized and that the public safety communications standards continue to be developed in support of the profession.

A copy of the Manifesto, suitable for posting and/or framing, is attached at the end of this document.

RECOMMENDATIONS

As the taskforce continues its work, it will continue to look for a means and recommendations to the public safety communications community which will help to meet the objectives as identified above which will serve to support the critical "human" element.

INITIAL REPORT CARDS.....BY STATE

THE INFORMATION PROVIDED BELOW HAS BEEN REPORTED TO PROCHRT BY APCO MEMBERS REPRESENTING EACH OF THE STATES BELOW. INFORMATION IS MEANT TO PROVIDE GENERAL FACT-GATHERING INFORMATION TO IDENTIFY IF STATEWIDE TRAINING EXISTS, WHETHER IMPROVED RETIREMENT BENEFITS COMPARABLE TO OUR PUBLIC SAFETY PARTNERS IN LAW ENFORCEMENT AND FIRE AND RESCUE ARE AVAILABLE , AND WHETHER, IN GENERAL, PUBLIC SAFETY TELECOMMUNICATORS ARE 'OFFICIALLY' CONSIDERED AS PART OF THE *FIRST RESPONDER* OR PUBLIC SAFETY COMMUNITY BY AND IN THE IDENTIFIED STATE. THE INFORMATION IS ONLY ACCURATE AND COMPLETE TO THE EXTENT THE INFORMATION WAS PROVIDED TO PROCHRT.

TRAINING STANDARDS – THE BELOW LIST OF INFORMATION BY STATE IDENTIFIES SPECIFIC TRAINING REQUIREMENTS OF THE STATE IDENTIFIED. IT DOES NOT INCLUDE TRAINING REQUIREMENTS OF THE US DEPARTMENT OF JUSTICE FBI IN ORDER FOR STATES AND LOCALITIES TO FACILITATE NLETS AND SUBSEQUENTLY NCIC OR SUBSEQUENT TRAINING FOR IN-STATE ACCESS TO STATE INFORMATION SYSTEMS FOR MOTOR VEHICLE, DRIVER INFORMATION WITH A CONNECTION TO NLETS AND NCIC.

ALABAMA

TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

RETIREMENT BENEFITS

Most Public Safety Telecommunicators are employees of state or local government. All state employees and almost all local government employees are members of the Retirement Systems of Alabama. There are only a handful of local governments that are not RSA member agencies.

LABOR LAWS

A right to work state and abides by federal labor laws.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

ALASKA

TRAINING STANDARDS

No information provided.

RETIREMENT BENEFITS

State retirement provided.

LABOR LAWS

No information provided.

ARE PUBLIC SAFETY TELECOMMUNICATOR'S CONSIDERED PUBLIC SAFETY EMPLOYEES AND/OR FIRST RESPONDERS?

No.

ARIZONA

TRAINING STANDARDS

No training standard reportedly exists statewide or applicable to Public Safety Telecommunicators.

RETIREMENT BENEFITS

Arizona Public Safety Telecommunicators are covered by a variety of retirement programs. Most fall under the State Retirement System (www.assrs.state.az.us). Some fall under the Corrections Office Retirement Program (www.psprs.com and choose CORP). The City of Tucson has its own retirement program.