

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 5.3

Date Issued: January 1, 1998

Date Revised: November 17, 2010

Date Effective: November 17, 2010

Subject: Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD) and Emergency Police Dispatch (EPD) Education

POLICY:

PURPOSE:

PROCEDURE:

The El Paso – Teller E9-1-1 Authority Protocol Manager will be responsible for providing initial certifications and recertification training opportunities to all communications personnel. The Authority will provide the classroom space and the instructors for these training opportunities. The Public Safety Answering Points (PSAPs) will be responsible for allotting sufficient time and compensation for personnel to meet the training requirements for the specific course used within their PSAP. The training will meet or exceed the requirements of the National Academy of Emergency Dispatch (NAED) for EMD, EFD, and EPD. PSAP's shall assist in supplying instructors when available.

Initial Certification: Classes will be scheduled based on a minimum number of students and the date that completed applications were received by the Authority Dispatch Protocol Specialist. The PSAPs are responsible for sending a completed application notifying the Protocol Specialist that a student or students need initial training. Scheduling of initial classes requires cooperation between agencies and the Authority. Every effort will be made to accommodate reasonable requests for initial training.

Re-certification: No formal class needed. The PSAP is responsible for notifying the Protocol Specialist of any personnel needing re-certification at least one month prior to the expiration date. The Protocol Specialist will receive a re-certification application and exam from NAED, which will be forwarded to the PSAP Manager or designated person. The applicant will complete the application and test. When complete it shall be returned to the Authority, which will forward to the NAED.