

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

Number: 4.15

Date Issued: April 1, 1995

Date Revised: February 22, 2000

Date Effective: April 1, 1995

Subject: 9-1-1 PSAP Training

POLICY:

PURPOSE:

PROCEDURE: Each person who answers 9-1-1 calls shall receive the following primary training. It is the responsibility of the PSAP Manager to provide this training, using in-house personnel or outside resources.

- 1) Orientation and familiarization of PSAP equipment.
- 2) Instruction on Authority Board policy and procedure.
- 3) Instruction on how the enhanced 9-1-1 system operates.
- 4) Orientation on emergency action plans including, but not limited to, PSAP, electrical, and other failures or incidents which may render a PSAP inoperative.