

OKLAHOMA 9-1-1 CALL TAKER MINIMUM TRAINING STANDARDS

REVISED JUNE 2023

1. Role of the Call Taker

1.1 Duties

1.1.1 A list of tasks and actions required to be performed by the Call Taker shall be provided, discussed, and demonstrated.

1.2 Scope of Authority

1.2.1 The scope and limits of the Call Taker’s authority shall be provided, discussed, and demonstrated.

1.3 Public Safety Team

1.3.1 The public safety team of the agency shall be defined, discussed, and demonstrated.

1.3.1.1 All members of the public safety team shall be identified and explained to the Call Taker. This should include all members of the command structure of the agency: sheriff or chief, mayor, city manager, undersheriff, majors, captains, lieutenants, sergeants, managers, supervisors, etc. This should include other personnel the Call Taker needs to be aware of to successfully complete their assignment, including but not limited to public information officers, investigators, detectives, deputies, officers, contracted wrecker services, animal control officers, etc.

1.4 Professional Conduct

1.4.1 A copy of Public Safety Telecommunicator’s Code of Ethics shall be provided, discussed, and demonstrated.

1.5 Diversity Awareness

1.5.1 The Call Taker shall be trained in diversity awareness; this shall be provided, discussed, and demonstrated.

1.6 Agency Directives/State or Local Emergency Operations Plans (EOPs)

1.6.1 All agency directives, State and Local EOPs, and Tribal information, and Memorandums of Understanding (MOUs) relevant to the local agency shall be provided, discussed, and demonstrated.

1.7 Terminology

1.7.1 The Call Taker shall be provided a list of common terminology used by the agency; this shall be discussed and demonstrated.

1.8 Identify Resources

1.8.1 Local agency and adjacent agency resources, including agencies with automatic aid and mutual aid agreements, shall be provided, discussed, and demonstrated.

1.9 Incident Command System (ICS)/National Incident Management System (NIMS) – The Call Taker Role

1.9.1 The Call Taker shall complete ICS-100, ICS-200, and ICS-700, or the current equivalent of each course:

- ICS – 100
- ICS – 200
- ICS – 700

1.10 Americans with Disabilities Act (ADA)/Equal Access

1.10.1 Training related to the ADA shall be provided, discussed, and demonstrated.

1.10.2 Telecommunications Device for the Deaf (TDD/TTY)

2. Role of the Call Taker

2.1 Active Listening

2.1.1 Training related to active listening shall be provided, discussed, and demonstrated.

2.2 Interpersonal Communications

2.2.1 Training related to interpersonal communications shall be provided, discussed, and demonstrated.

2.3 Documentation

2.3.1 Training related to documentation and its importance in court cases, shall be provided, discussed, and demonstrated.

2.4 Customer Service

2.4.1 Training related to customer service shall be provided, discussed, and demonstrated to the Call Taker. Phone etiquette should also be discussed and demonstrated.

3. Call Processing

3.1 Prioritize Line Answering

3.1.1 Training related to prioritizing line answering shall be provided, discussed, and demonstrated.

3.1.2 9-1-1

3.1.3 10-digit emergency

3.1.4 Non-emergency

3.1.5 Administrative

3.1.6 Call answering standards

3.2 Control the Call

3.2.1 Training related to controlling a phone call shall be provided, discussed, and demonstrated.

3.2.2 Challenging callers

3.2.3 De-escalation

3.2.4 ADA/Special needs

3.2.5 Child callers

3.2.6 Communication barriers

3.2.7 Elderly callers

3.2.8 High-risk/high-frequency and high-risk/low-frequency call types

3.3 Obtain and Verify Basic Information

3.3.1 Training related to obtaining and verifying basic information shall be provided, discussed, and demonstrated.

3.3.2 Location of incident as well as the “location within the location”

3.3.3 Call-back number

3.3.4 Incident type

3.3.5 Caller information

3.3.6 Time lapse

3.3.7 Additional information

3.4 Responder Safety Information

3.4.1 Training related to responder safety information shall be provided, discussed, and demonstrated.

3.4.2 Training related to complacency shall be provided, discussed, and demonstrated.

3.4.3 Training related to first responder safety and the Call Taker’s role in that safety shall be provided, discussed, and demonstrated.

3.5 Caller Safety Information

3.5.1 Training related to caller safety shall be provided, discussed, and demonstrated.

3.6 Multi-task

3.7 Problem-Solving/Critical Thinking/Decision-Making

3.7.1 Training related to problem-solving/critical thinking/decision-making shall be provided, discussed, and demonstrated.

3.7.2 Training related to transferring calls shall be provided, discussed, and demonstrated.

3.8 Telecommunicator CPR

3.8.1 The Call Taker shall receive Telecommunicator CPR training and receive a passing score on the final exam, unless exempt by State Statute.

4. Technology

4.1 Technical Equipment/Telephone Input

4.1.1 Training related to the technology utilized by the local agency shall be provided, discussed, and demonstrated. This includes computers, radios, copiers, fax machines, etc.

4.1.2 A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated:

- 9-1-1/Next Generation 9-1-1 (NG9-1-1)/Phase I/Phase II/Automatic Number Identification (ANI)/Automatic Location Identification (ALI)
- Private Branch Exchange (PBX)/Voice over Internet Protocol (VoIP)/Multi-line Telephone System (MLTS)
- Text to 9-1-1
- Telematics
- Logging Recorders
- Language Line Services

- Alternate/Default routing
- Emerging Technology

4.2 Technology/Equipment Output

4.2.1 A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated:

- Computer Aided Dispatch (CAD)
- Mobile Data Terminal (MDT), Automatic Vehicle Locator (AVL)
- Paging
- Mass Notification Systems
- Pinging
- Security Breach/Cyber Security
- Geographic Information System (GIS)

5. Legal Concepts

5.1 Training related to legal concepts in 9-1-1 shall be provided, discussed, and demonstrated.

5.2 Knowledge of Laws (Federal, State, Local, Tribal).

5.2.1 A basic understanding of the form and function of each of the following shall be Provided, discussed, and demonstrated:

- Law Enforcement (civil vs. criminal)
- Fire
- Emergency Medical Service (EMS)

5.3 Liability

5.3.1 Training related to liability shall be provided, discussed, and demonstrated. A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated:

- Negligence
- Negligent Hiring
- Negligent Supervision
- Negligent Retention
- Failure to Train
- Ministerial Duty
- Tort

5.4 Documentation

5.4.1 Training related to documentation and its role in the legal process shall be provided, discussed, and demonstrated.

5.5 Confidentiality

5.5.1 Training related to confidentiality/privacy/ Health Insurance Portability and Accountability Act (HIPAA) shall be provided, discussed, and demonstrated.

5.6 Open Records

5.6.1 Training related to the Oklahoma Open Records Act/Freedom of Information Act (FOIA), recording information requirements and records retention shall be provided, discussed, and demonstrated.

5.7 Preparing for/Testifying in Court

5.7.1 The Call Taker should be given training on how to dress for court, what to expect during a deposition or trial, how to answer questions as a witness, and basic courtroom procedures.

6. Stress Management

6.1 Identify/Define

6.1.1 Training related to identifying/defining stress shall be provided, discussed, and demonstrated.

6.2 Stress Management Strategies

6.2.1 Training related to stress management strategies and techniques shall be provided, discussed, and demonstrated.

6.3 Critical Incident Stress Management (CISM)

6.3.1 Training related to CISM shall be provided, discussed, and demonstrated.

6.4 Post Traumatic Stress Disorder (PTSD)

6.4.1 Training related to Post Traumatic Stress Disorder (PTSD) and how to recognize it shall be provided, discussed, and demonstrated.

6.5 Assistance Programs

6.5.1 Training related to Assistance Programs shall be provided, discussed, and demonstrated:

- Peer Support Programs
- Employee Assistance Programs
- Responders Assistance Programs

7. Professional Development

7.1 Participate in Quality Assurance (QA) and Daily Observation Reports (DORs) for quality improvement.

7.1.1 During the training phase, the Call Taker shall be provided with daily documentation of their performance, to be followed by daily discussion/counseling.

7.2 Industry Professional Standards (certifications)

7.2.1 Training related to industry standards for answering 9-1-1 calls shall be provided, discussed, and demonstrated.

7.2.2 Answer 90% of 9-1-1 calls within 10 seconds and 95% of calls within 20 seconds.

7.2.3 Minimum training standards from the Association of Public Safety Communications Officials (APCO), the National Emergency Number Association (NENA), and 911.gov shall be provided, discussed, and demonstrated.

7.3 Professional Organizations

7.3.1 Information about professional organizations, to include but not limited to APCO and NENA shall be provided to the Call Taker. Benefits of membership including publications, resources, and networking shall be explained.

7.3.2 <https://www.apcointl.org>

7.3.3 <https://www.nena.org>

7.3.4 <https://www.911.gov>

7.4 Continuous Feedback

7.4.1 Once released from training, the Call Taker shall receive a minimum of one written evaluation of work performance each year.

7.5 Continuing Education

7.5.1 The Call Taker shall receive a minimum of 16 hours of documented continuing education each year.

7.6 Industry Trends and Changes

7.6.1 The Call Taker should be kept up to date with changes, advancements, and trends within the 9-1-1 industry.

References & Resources

The National 911 Program <https://www.911.gov>

The National Emergency Number Association (NENA) <https://www.nena.org>

The Association of Public Safety Communications Officials (APCO) <https://www.apcointl.org>