SUMMARY AND OVERVIEW OF REGULATIONS ESTABLISHING CERTIFICATION REQUIREMENTS FOR ENHANCED 911 TELECOMMUNICATORS, GOVERNING EMERGENCY MEDICAL DISPATCH, AND ESTABLISHING 911 CALL HANDLING PROCEDURES

Certification Requirements:

- Apply to full-time and part-time E911 telecommunicators at primary PSAPs, regional PSAPs, regional secondary PSAPs (except if operated by a private safety department), secondary PSAPs (except if operated by a private safety department), RECC, and wireless state police PSAPs, effective 7/1/2011.
- New E911 telecommunicators: 2 day 911 equipment and basic telecommunicator training offered by the Department; 40 hours of Department-approved basic telecommunicator training, and 16 hours of Department-approved continuing education annually.
- Existing Certified E911 telecommunicators: 16 hours of Department-approved continuing education annually commencing 7/1/2012.

Emergency Medical Dispatch Requirements:

- By 7/1/2012, PSAPs/RECCs must provide EMD either through certified EMD dispatchers at the PSAP/RECC or through a certified EMD resource.
- The PSAP/RECC or certified EMD resource must use a single EMD Protocol Reference System (EMDPRS) on every request for medical assistance; have policies and procedures for use of EMDPRS, and establish a continuous quality assurance (QA) program.
- In order to act as a certified EMD dispatcher for a PSAP/RECC, must be certified E911 telecommunicator; obtain and maintain CPR certification; and obtain and maintain EMD certification.
- In order to act as a certified EMD resource for a PSAP/RECC, must submit request for approval to the Department that includes the EMDPRS that will be used and other documentation.

Call Handling Procedures:

- Updated to allow caller to speak with no more than three enhanced 911 telecommunicators.

Recordkeeping:

- PSAPs/RECCs required to ensure that E911 telecommunicators are certified as required by regulations and to annually submit documentation of same.
- PSAPs/RECCs required to annually certify to the Department that they meet the EMD requirements of the regulations.
- Certified EMD resource required to annually certify to the Department that it meets the requirements of the regulations.