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Workgroup Co-Chair

Changing Role of the Telecommunicator in NG9-1-1

April 2019

NENA Workgroup Formed

- Issue: Provide Guidance to PSAP Managers; Education and Inform decision makers
- NENA Workgroup Goals:
 - Document changes in roles, responsibilities, knowledge and skills that will be required in future 9-1-1 organizations
 - Identify necessary steps to ensure human resource needs for the NG9-1-1 PSAP are met
 - Identify impacts on Telecommunicators related to NG9-1-1 implementation
 - Develop a plan to inform all relevant stakeholders of these goals

Workgroup Deliverables

- NENA Standard
 - Define the roles of the Telecommunicator in the PSAP
 - The Telecommunicator could encompass several critical positions within the PSAP
 - Provide guidance on key areas to PSAP supervisors and managers where changes may be necessary
- Issue/FAQ Reference
 - Simplified talking points
 - Consistent message
 - Discussion aid for key leaders/external parties

Why is it important?

Why do we need to talk about how the role of a Telecommunicator will change?

Break Out of the Current Perceptions

- Current Job Classification per US Department of Labor
 - Office and Administrative Support Occupations
 - Examples: Bill Collectors, Receptionists, Tellers, General Office Clerks

THOSE JOBS!

- General Office Support
- Do not require specialization
- Do not require certification
- No sense of urgency of tasks
- Do not suffer from cumulative stress, vicarious trauma or compassion fatigue



Office of Management & Budget, May 2014

- “The work performed is that of a dispatcher, not a first responder. Most dispatchers are precluded from administering actual care, talking someone through procedures, or providing advice. Moving the occupation to the Protective Services major group is not appropriate and separating them from the other dispatchers would be confusing. Also, dispatchers are often located in a separate area from first responders and have a different supervisory chain.”

This is EXACTLY the job...and then some!

Break Out of the Current Perceptions

- Future Classification Needs to be in Protective Services Occupations
 - Focus on providing communities with safety & security
 - Provide services that protect the public against dangers

THE JOB!

- Requires specialization
- Requires certification
- Time Critical Tasks
- Responds to Emergency Situations
- May be directly involved in emergencies
- Stress and vicarious trauma documented



Key Issues Already Identified

- Operational Implications:
 - Increasing need to understand and interact with new data sources
 - SMS/MMS
 - Traffic cameras
 - Biometric Sensors
 - Smart City/IoT devices
 - Smartphone applications
 - Ability to work with advanced technology tools to aid response
 - Smart queues
 - Artificial Intelligence

Key Issues Already Identified

- Human Resource Implications:
 - Psychological Screening will become preferred, if not mandatory
 - Assessment of how candidate deal with traumatic event exposure
 - Importance of Vision Screening
 - Video/Image Interpretation
 - Ability to discern colors and characteristics
 - Need for more advanced aptitude testing
 - Adaptability
 - Training continues to evolve
 - Expanded delivery of EAP benefits
 - Expanded flexibility in employee scheduling

Change the Narrative

Legislative Actions:

- #911SAVES Act
 - Interim action to speed up the OMB reclassification
- Local Initiatives
 - Texas HB1090

JUNE 10, 2019

Texas Recognizes Emergency Services Dispatchers as First Responders



NEPA 2019
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Get Involved

- Encourage US legislators to co-sponsor #911SAVES Act
- Encourage state legislators to adopt resolutions in support of reclassification
- Educate local authorities
- Education local influencers
- Help shape the new standards