Notice of Rulemaking Hearing
Tennessee Emergency Communications Board

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There will be a hearing before the Tennessee Emergency Communications Board to consider the promulgation of a rule pursuant to Tenn. Code Ann. § 7-86-205. The hearing will be conducted in the manner prescribed by the Uniform Administrative Procedures Act, Tenn. Code Ann. § 4-5-204, and will take place in Room 160, Davy Crockett Tower, located at 500 James Robertson Parkway, Nashville, Tennessee on Wednesday, May 25, 2005 at 9:00 a.m. (central time).

Any individuals with disabilities who wish to participate in these proceedings (or to review these filings) may contact the Tennessee Emergency Communications Board to discuss any auxiliary aids of services needed to facilitate such participation. Such initial contact may be may be made no less than ten (10) days prior to the scheduled meeting date (or the date the party intends to review the filings), to allow time for the Tennessee Emergency Communications Board to determine how it may reasonably provide such aid or service. Initial contact may be made with the Administrative Assistant to the Executive Director of the Tennessee Emergency Communications Board at 500 James Robertson Parkway, Nashville, TN 37243, (615) 253-2164 to arrange for accommodations.

For a copy of this notice, please contact Vanessa Williams, the Assistant to the Executive Director, Tennessee Emergency Communications Board, 500 James Robertson Parkway, Nashville, TN 37243, (615) 253-2164.

Substance of Proposed Rules
Chapter 0780-6-2

Dispatcher Training and Course of Study Requirements

New rules

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0780-6-2-.01 Purpose.

The purpose of this chapter is to establish minimum requirements for the training of and course of study for each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee. Existing public and private training programs are encouraged to establish new curricula and modify existing programs to incorporate these minimum requirements. Such programs are urged to develop meaningful methods for measuring the knowledge, skill and ability gained through their training programs and to offer continuing education programs. Nothing in these regulations should be construed to limit or restrict any additional training that an agency may elect to provide.

Authority: Tenn. Code Ann. §§ 7-86-205 and 7-86-306(a)(1).

0780-6-2-.02 Definitions.

In this chapter, unless the context otherwise requires, the definitions in Tenn. Code Ann. § 7-86-103 shall apply.

Authority: Tenn. Code Ann. §§ 7-86-103, 7-86-205 and 7-86-306(a)(1).

0780-6-2-.03 Minimum Training Requirements.

(1) Each 911 or public safety dispatcher who receives an initial 911 call from the public in Tennessee shall be subject to the following minimum training requirements:

(a) No less than forty (40) hours of on-the-job training; and

(b) No less than forty (40) hours of public safety communications coursework which is:

1. Administered or sponsored by a post-secondary educational institution, academy or agency that:

(i) Is capable of supporting a public safety communication student with practical experience on a communication console either through liaison with a Public Safety Communication Center or a fully functional communication console simulator; and

(ii) Maintains an accurate, comprehensive record system for all phases of the program which shall be available for inspection and shall include the following:

(I) Attendance records;

(II) Course outlines; and

(III) Lesson plans.

(c) Continuing education of no less than eight (8) additional hours of public safety communications coursework every two (2) years.

(d) All emergency call takers or public safety dispatchers subject to Tenn. Code Ann. § 7-86-205 employed after July 1, 2006 shall have six (6) months from the date of their employment to comply with the provisions of this rule.

Authority: Tenn. Code Ann. §§ 7-86-205 and 7-86-306(a)(1).

0780-6-2-.04 Minimum Course of Study Requirements.

(1) The minimum course of study requirements for each 911 or public safety dispatcher who receives an initial 911 call from the public in Tennessee shall include course work of:

(a) No less than four (4) hours in the roles and responsibilities of 911 or public safety dispatchers, including but not limited to the following:

1. The mission of emergency communications providers, ethics and values;

2. Professionalism; telecommunicators as part of a public safety team;

3. Basic policies and procedures for telecommunicators and their organizations;

4. Overview of communities and agencies served;

5. Rules and regulations governing emergency communications;

6. Service area geography;

7. Emergency communications disaster plans;

8. Risk management;

9. CPR;

10. News/media relations;

11. Responder safety.

(b) No less than two (2) hours in legal concepts and principles, including but not limited to liability, applicable to the operation of:

1. Law enforcement agencies;

2. Fire/rescue agencies;

3. Emergency medical services agencies ("EMS");

4. Public safety communications agencies.

(c) No less than five (5) hours in interpersonal communication skills, including but not limited to the following areas:

1. Communication techniques and information processing, such as: listening; hearing; diction; empathy; perception and intuitiveness;

2. Customer service, including but not limited to discrimination and harassment issues;

3. Diversity issues relating to effective emergency communications, including but not limited to race, nationality, age, speech/hearing impairment, non-English speaking callers and demographics.

(d) No less than four (4) hours in emergency communications technology, including but not limited to the following areas:

1. Operation of telephones, including but not limited to wireline, portable, wireless (including cellular and personal communication service ("PCS")) and text telephones for the speech/hearing impaired;

2. Basic and Enhanced 911;

3. Automatic Location Identification ("ALI") and Automatic Number Identification ("ANI");

4. Call tracing and records retrieval procedures;

5. Computerized mapping;

6. Logging recorders;

7. Computer aided dispatch ("CAD") systems;

8. Wireless, Phase I and II;

9. VoIP.

(e) No less than eleven (11) hours in communication techniques and call processing, including but not limited to the following areas:

1. Public relations;

2. Call receipt;

3. Interviewing;

4. Controlling the call;

5. Managing high risk/difficult calls, including but not limited to domestic violence;

6. Managing differing call categories, i.e., law enforcement, fire/rescue, EMS, HAZMAT or acts of terrorism;

7. Managing differing call types and events, i.e., in progress, just occurred, late, events requiring specific instructions, notifications;

8. The importance of obtaining proper information, i.e., location, nature, injuries, weapons, chemicals, etc.;

9. Telematics;

10. Homeland Security issues, including but not limited to:

(i) Protocols and procedures (i.e., call profiling, as in when to call in the FBI);

(ii) NIMS ("National Incident Management System"), if applicable; and

(iii) NORAD ("North American Aerospace Defense") call procedures and protocols (dealing with emergency calls from planes and jets).

(f) No less than twelve (12) hours in radio communications and dispatch techniques including, but not limited to the following areas:

1. Procedures and protocols;

2. Radio discipline;

3. Rules of the Federal Communications Commission ("FCC") related to radios;

4. Radio coverage;

5. Consoles;

6. Responder safety.

(g) No less than two (2) hours in stress management, including but not limited to the following areas:

1. Causes;

2. Strategies for dealing with stress;

3. Peer support;

4. Critical incident stress debriefing.

(2) Course work shall include practical exercises duplicating communication center practices in which the student performs the subject matter being taught.

(3) Course work shall include testing.

Authority: Tenn. Code Ann. §§ 7-86-205 and 7-86-306(a)(1).

0780-6-2-.05 Minimum On-the-Job Training Requirements

(1) The minimum on-the-job training/course of study requirements for each 911 or public safety dispatcher who receives an initial 911 call from the public in Tennessee shall include a period of supervised instruction of no less than forty (40) hours related to the following:

(a) Agency/department policies, procedures (including a written handbook containing such policies and procedures);

(b) Agency/department geographical area;

(c) Agency/department telephone system and equipment operations;

(d) Structure of local government and agencies being served;

(e) Local ordinances, requirements;

(f) Governmental and private resources;

(g) National Crime Information Center data and records, if applicable.

Authority: Tenn. Code Ann. §§ 7-86-205 and 7-86-306(a)(1).

0780-6-2-.06 Waiver.

In the event of a natural or manmade disaster of such proportions that local emergency communications cannot remain operational without the assistance of individuals who have not completed the requirements included herein, said requirements are waived.

Authority: Tenn. Code Ann. §§ 7-86-205 and 7-86-306(a)(1).

Legal and Technical Contact:

Lynn Questell, General Counsel
Emergency Communications Board
500 James Robertson Pkwy
Nashville, TN 37343
(615)741-2882

I certify that this is an accurate and complete representation of the intent and scope of the rulemaking proposed by the Tennessee Emergency Communications Board.

Lynn Questell
General Counsel
Tennessee Emergency Communications Board

DENISE M. LEWIS
STATE OF TENNESSEE
NOTARY PUBLIC
WILSON COUNTY, TENN.
My Commission Expires MAR. 22, 2008

Subscribed and sworn to before me this 30th day of March, 2005.

Notary Public

My Commission expires on the 22nd day of March, 2008

The notice of rulemaking hearing set out herein was properly filed in the Department of State on this the 31 day of March, 2005.

Riley C. Darnell
Secretary of State

By: _____

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