

Number: 4.15

Replaces:

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Subject: 9-1-1 PSAP Training

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.