CITY OF SANTA FE · PUBLIC SAFETY COMMITTEE

# 9-1-1 Training, Certification & Quality Assurance

Local, state and national requirements, and how Santa Fe RECC staff exceed them

Santa Fe Regional Emergency Communications Center

# Today's Agenda

**01** **Who sets the standard** — Local, state and national bodies behind 9-1-1 training

**02** **Requirements & career ladder** — Minimum qualifications and certification-based promotion

**03** **Continuing education** — Annual and two-year renewals, added credentials, exceeding the minimum

**04** **Quality assurance** — How we review calls and coach staff, today and next

**05** **The future of 9-1-1** — New technology and recognizing dispatchers as public safety

# Three Layers of Standards

LOCAL

## Santa Fe RECC

- Job descriptions set the certifications for for every level
- RECC Medical Director approves EMD protocols and QA
- RECC SOPs and partner-agency procedures
- County hiring standards: background, drug screen, physical

STATE

## New Mexico

- NMDPS / NM Law Enforcement Academy: PST certification and continuing education
- NMDOH EMS Bureau: individual EMD license and agency EMD certification
- NMDPS: NCIC operator certification
- State law (2025): telecommunicator CPR training

NATIONAL

## Professional bodies

- APCO International: minimum training training standard and certifications
- IAED: emergency medical dispatch protocol and certification
- FBI CJIS: NCIC security and access rules
- NENA: 9-1-1 operations standards

# The Minimum to Answer 9-1-1

ECS-I BASIC · ENTRY LEVEL

## Every new hire starts here

Answers 9-1-1 and non-emergency calls that are not medical, medical, initially, under direct supervision of the RECC Training Training Coordinator and after an in-depth orientation period. period.
This is the state floor. Every level above it adds certifications certifications and training cycles for each position on the the dispatch floor.

- **NMDPS Basic Dispatch (PST) certificate** within 12 months, earned at the NMLEA Public Safety Telecommunicator Academy
- **CPR certification** within 6 months of hire
- **High school diploma or GED**; type at least 35 words per minute
- **Pass** background check, drug and alcohol screening, and physical physical
- **Sign** a confidentiality and non-disclosure agreement

# A Certification-Based Career Ladder

Each level keeps every certification from the levels below it, then adds more.

ENTRY LEVEL

## ECS-I Basic

Non-medical 9-1-1 and non-emergency calls

**REQUIRES**

- NMDPS PST certificate
- CPR

1 YEAR

## ECS-I Advanced

Adds medical calls with EMD protocols. Begins radio training.

**ADDS**

- IAED EMD certification certification
- NMDOH EMD license
- NCIC certification

2 YEARS

## ECS-II

All radio positions; trains new staff

**ADDS**

- APCO Fire Service Communications
- Training Officer (CTO) course

3 YEARS

## ECS-III

Runs the shift when no Team Leader is on

**ADDS**

- Public safety leadership leadership training
- Acting Team Leader program
- CTO certificate

4 YEARS

## Team Leader

First-line supervisor of all ECS staff

**ADDS**

- Supervision & management certificate
- Leadership certification
- ICS certification
- NMDPS-accredited CTO
- 30-day supervisor FTO

HOW STAFF PROMOTE

# Promotion is earned through certification, not time alone.

**1**

Holds every certification required at the next level

**2**

Passes the promotional testing requirements

**3**

Shows leadership, teamwork and job competency

**4**

Evaluation within 12 months months with no “Needs Improvement”

# Continuing Education Never Stops

## Every year

**Telecommunicator CPR (T-CPR)**

Annual in-service training, NM state law (HB 439, 2025)

**CJIS security awareness and NCIC Full Access Access**

Testing and training required for NCIC access, FBI CJIS Security Policy

**Protocol updates, as released**

New EMD protocol versions put in place within six months (NMDOH).

**Mandatory HR Training**

Ethics, workplace harassment, Defensive Driving, Cybersecurity Awareness

## Every two years

**20 hrs · PST certification**

Approved/Accredited training, incl. crisis de-escalation

**NMDOH EMD license**

Approved EMD and medical continuing education

**24 hrs · IAED EMD**

Continuing Dispatch Education to recertify

**CPR, healthcare provider**

Hands-on skills recertification

**APCO certifications**

PST-1, CTO, Fire, Supervisor: 48 APCO CE hours bi-annually

# Credentials Beyond the Minimum

APCO

## PST-1

National foundation course for public safety telecommunicators

APCO

## Training Officer (CTO)

Certifies the trainers who coach every new hire

APCO

## Fire Service Comms

Fire-ground radio, incident support support and resource tracking

APCO

## Center Supervisor

Leadership training for Team Leaders and ECS-IIIs

IAED

## EMD-Q

Certified quality reviewers for medical calls

DISASTER RESPONSE

## TERT

Trained to deploy and staff other 9-other 9-1-1 centers in a disaster disaster

NMDPS · FBI CJIS

## NCIC TAC

Terminal Agency Coordinator for for NCIC compliance

LEADERSHIP

## FBI · NENA · NM EDGE

Supervisor programs accepted for for promotion

# Specialists Inside the Center

**1+2**

### NCIC Terminal Agency Coordinator + 2 backups

Keep NCIC access, operator certification and audits in compliance

**4**

### IAED EMD-Q certified reviewers

Deliver medical-call review results in person

**1**

### Quality Assurance Specialist

Reviews calls, gives regular feedback, answers records requests

**TERT**

### Deployable certified staff

Ready to support other centers centers when disaster strikes

Plus, a **Training Coordinator** who supervises every new hire, and guides **certified Training Officers** at ECS-II and above who train on the floor. on the floor.

# How RECC Exceeds the Minimum

NEW MEXICO MINIMUM

## To work as a telecommunicator

- NMDPS PST certificate
- 20 hours of approved training every two years
- Telecommunicator annual in-service training

THE RECC STANDARD

## Everything the state requires, plus

+ IAED EMD and NMDOH license for medical calls
+ APCO Fire Service Communications
+ Leadership and supervisor certifications
+ Police Legal Science online training
+APCO/NENA Statewide conference and training
+ Additional training as requested by staff
+ CPR BLS and NCIC certification
+ Certified Training Officers
+ Promotional testing and annual evaluations
+Suicide Prevention Training
+National Conferences (IAED Navigator, APCO Int'l, IAED Navigator, NENA

**Department-provided training** | **Certification-based promotion** | **External training encouraged** | **QA feedback on real calls**

# Quality Assurance: Medical Calls

**~85**

medical calls reviewed by the QPR team every month

**~1,000**

medical calls reviewed each year

**4**

RECC staff IAED EMD-Q certified to deliver feedback in person

### Scored against protocol

Priority Dispatch Quality Performance Review Review (QPR) grades each case for protocol protocol compliance.

### Coached face to face

An EMD-Q reviews the result with the call-taker, so a score becomes coaching.

### Medically overseen

A continuous QA program under our Medical Director is required for NMDOH agency certification.

# The Quality Improvement Loop

**1**

### Call selected

Medical calls pulled for review each month

**2**

### Scored

Compliance measured against protocol

**3**

### Coached

EMD-Q reviews it with with the call-taker in in person

**4**

### Trends found

Patterns shape the next round of training training

**5**

### Overseen

Medical Director approves protocol and and QA program

**Every review ends with a conversation, not just a score.**

# Quality Assurance Beyond Medical

DEDICATED POSITION

## A dedicated Quality Assurance Specialist

Call review at RECC goes beyond the medical program. program.

### Reviews calls

Reviews recorded calls against RECC procedures

### Gives regular feedback

Regular feedback to staff on how calls were handled

### Answers records requests

Responds to public records (IPRA) and discovery requests for recordings and recordings and reports

# Next: AI-Assisted Quality Assurance

TODAY

## Sample-based review

- About 85 medical calls reviewed each month
- Other calls reviewed by the QA Specialist
- People can only review a small sample of calls

PLANNED ENHANCEMENT

## Technology-assisted review

- AI screens a far larger share of calls, across all disciplines
- Flags calls that need a human reviewer
- Surfaces training trends sooner
- Frees reviewers' time for coaching

**People stay in charge:** certified reviewers confirm findings and deliver every coaching conversation.

# Where 9-1-1 Is Heading

## Text and video to 9-1-1

Callers can text, and live video lets telecommunicators see the see the scene. RECC already has both capabilities.

## Next Generation 9-1-1

IP-based networks carry photos, video and data from callers, devices and sensors straight to the console.

## Drones as first responders

Drones launched on a call can stream overhead video before units arrive, dependent on the information gathered by dispatch.

## Real-time crime centers

Camera, plate-reader and data feeds analyzed live and relayed relayed to responders alongside dispatch.

# What It Means for Training

THE ROLE IS CHANGING

## The telecommunicator is becoming the information hub for every responder.

**Reading text and video**

New interview and triage skills for silent and visual calls

**Wellness and resilience**

Seeing scenes, not only hearing them, raises trauma exposure

**Coordinating live intelligence**

Blending drone, camera and crime-center data into radio traffic

**Data and cybersecurity**

Protecting NG9-1-1 and criminal justice information

# Dispatchers Are Public Safety

Federal job codes still list 9-1-1 telecommunicators under Office and Administrative Support, alongside clerical jobs, not with police and fire.

## NATIONAL

**S. 725**, Enhancing First Response Act: passed the U.S. Senate unanimously, Sept. 2025

**H.R. 637**, 9-1-1 SAVES Act: awaiting House action

Both direct OMB to classify telecommunicators as Protective Service

## NEW MEXICO

**SB 173 (2025)** would have moved dispatchers from “clerical” to first responder under PERA

Passed one Senate committee, then stalled; a stalled; a 2023 version also died

## OTHER STATES

**25**

states had reclassified telecommunicators by law or resolution as of Oct. 2024

Sources: CRS IF12747 (2025); NCSL (2024); APCO; NM Legislature

WHY RECOGNITION MATTERS

# Telecommunicators are the first, first responders.

### Accuracy

The title should match the training, certification and life-life-saving work performed daily daily

### Retention

RECC vacancies peaked at 31 in July 2022; recognition helps keep trained staff

### Wellness

Opens doors to mental health and PTSD support other responders receive

### Retirement

State-level change can bring bring public safety retirement retirement plans, as SB 173 proposed

THANK YOU

Santa Fe Regional Emergency Communications Center

# Questions?

Trained beyond the minimum. Reviewed for quality. Ready for what comes next.