

**Telecommunications Policy Committee**  
**Special Meeting**  
**Minutes**  
**September 28, 2012**

The Telecommunications Policy Committee of the Board on Public Safety Standards and Training held a *special meeting* on September 28, 2012 at the Oregon Public Safety Academy in Salem, Oregon. Chair Rob Poirier called the meeting to order at 10:35 a.m.

**Attendees**

**Committee Members:**

Robert Poirier, Public Safety Telecommunicators, Chair  
Pamela Brost, Association of Public Safety Communications Officers  
Rachel Brudnock, Telecommunicator  
Rick Eisland, Oregon State Sheriffs' Association  
Corinna Jacobs, Telecommunicator  
Rich Leipfert, Oregon Fire Chiefs Association  
Joe Raade, Emergency Medical Services Section of the Oregon Fire Association

**Committee Members Absent**

Pam Collett, Association of Public Safety Communications Officers  
Richard Culley, Oregon State Police  
Elizabeth Morgan, Emergency Medical Services and Trauma Systems

**DPSST Staff:**

Eriks Gabliks, Director  
Marilyn Lorange, Standards and Certification Supervisor  
Linsay Hale, Rules and Compliance Coordinator  
Kristy Witherell, Administrative Support



**1. OAR 259-008-0060 – Proposed Rule COMMENT**

Presented by Linsay Hale

*See Appendix A for details*

*Rick Eisland moved that the Telecommunications Policy Committee recommends to the Board filing the proposed rules as originally proposed as a permanent rule with the Secretary of State. Pam Collett seconded the motion. The motion carried unanimously.*

**2. Next Regular Telecommunications Policy Committee Meeting Date**

November 7, 2012 at 10:00 a.m.

*With no further business before the committee, the meeting adjourned at 10:43 a.m.*

**Appendix A**

**Department of Public Safety Standards and Training  
Memo**

**Date:**September 2012

**To:**Telecommunications Policy Committee

**From:**Linsay Hale  
Rules Coordinator

**Subject:**OAR 259-008-0060 – Proposed Rule COMMENT  
Public Safety Officer Certification

**Background:** A multi-disciplined workgroup was formed in 2007 to evaluate the current Intermediate and Advanced certification charts (Att. A). The mission of the workgroup was to review the charts and update the minimum standards for achieving these upper levels of certification in the criminal justice profession. The workgroup was comprised of management and represented staff from each of the four disciplines – Police, Corrections, Parole & Probation, and Telecommunications.

Over the last several years, the workgroup met and developed updated charts which they felt better met the needs of the profession as well as the needs of public safety personnel. The group worked to develop discipline-specific certification charts which included some form of a competency evaluation. In 2011, these initial drafts were presented to the DPSST Policy Committees and provided to OSSA, OACP, APCO/NENA, and OACCD members for comment. Concern was expressed about the difficulties of enforcing multiple charts and the complexity of the proposed competency evaluations.

To address these concerns, the workgroup reconvened and updated the proposed charts to allow police, corrections, and parole & probation to work from the same chart, which adjusts the minimum years of experience and education required and also breaks the required training into specific categories (Att. B). Telecommunications would work from a chart specific to their needs, including updated years of experience, training, and education as well as a minimum competency requirement (Att. C).

Once implemented, these new charts are to be phased in by allowing officers to apply for intermediate or advanced certification under either the current or the proposed chart for a period of two years after the effective date of the proposed chart.

These draft charts were distributed to workgroup member constituencies, OACP and OSA members, APCO-NENA members, and subscribers to the DPSST and DPSST Criminal Justice ListServes. Constituents were given until March 15, 2012 to make comments or voice any concerns regarding the proposed charts. On March 22, 2012, the workgroup reconvened to discuss the comments and finalize the proposed charts.

**Issue:** This proposed rule was originally brought before the Telecommunications Policy Committee at its meeting on May 2, 2012. Committee members unanimously voted to recommend approval of the proposed rule language. The proposed rule and recommendation was brought before the Board at its meeting on July 26, 2012. The Board members unanimously voted to approve filing the proposed language as a proposed rule with the Secretary of State's office and as a permanent rule if no comments were received. The proposed rule was opened for comment on September 1, 2012. On September 4, 2012, staff received the following comment via e-mail:

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Criminal Justice ProgramComment Period 09/01-09/21 2012

Current/Proposed Certification Chart

Public Comment submitted by: Tracy LeJeune, DPSST #46005

I believe these changes are a positive step forward for DPSST and will help many telecommunicators achieve the certifications they deserve.

I have just two comments to make:

1) Brookings is a small agency, and like many small agencies we do not have any positions that would earn points under the longevity category, not even lead worker. I would like to suggest a point value just for simple tenure. Every 10 years of employment, in the same discipline, earns 2 points.

2) The current intermediate certification chart, at 5 years, requires 38 college credits; but the proposed intermediate certification chart at 5 years now requires 45 college credits.

Telecommunicators, no matter what their certification all get the same training, and all take the same calls; a telecommunicator with a basic certificate does *not* pass a call to a telecommunicator with an advanced certificate.

A student coming out of high school wanting to enter the telecommunications field is faced with a lifelong burden of college debt, taking courses not even geared towards telecommunications, just to earn 45 college credits so that someday she can earn an intermediate certificate.

As far as I know, there are no degree programs specifically geared towards telecommunications. Why then increase the college credit requirements? Until there are degree programs in telecommunications I do not believe it is fair to require even 38 college credits, let alone increasing it to 45. It does not seem appropriate to make this increase for the sole purpose of making telecommunications consistent with the other disciplines (which do have college degree programs).

My suggestion is to eliminate college credit and replace it with a DPSST sanctioned test that telecommunicators can take at 5 years (for intermediate certification) and 10 years (for advanced). Persons with no experience in telecommunications go to DPSST for 10 days and then in 12 months earn a basic certificate. Why then can't that same telecommunicator take an intermediate test or advanced test for certification?

Had I known about the opportunity to make these comments earlier in the year I would have. I hope it's not too late for these suggestions to be considered.

Thank you.

Tracy LeJeune

Brookings Police Dispatcher/911 Operator

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**Staff Recommendation:** The first suggestion is requesting years of employment be counted towards the competency requirement. Minimum years experience in the telecommunications discipline is a separate requirement for obtaining an upper level of telecommunications certification in both the current and proposed charts. Adding career longevity to the competency requirement would be redundant. Secondly, a suggestion is made to eliminate the education requirement and replace it with a DPSST-sanctioned test. During the course of their work, the workgroup members considered at length adding some form of competency test which would be specific to each discipline. It was ultimately decided that the administration and maintenance of such an exam would be too time consuming and costly and could potentially lead to issues with collective bargaining agreements. As a result, the competency portion of the proposed police, corrections and parole & probation charts was removed. It was the decision of the telecommunications discipline to retain a competency portion in the form of a portfolio submission.

Although these comments and suggestions were not received in time to be considered by the certification chart workgroup following the preliminary comment period, there has been extensive discussion about these issues

beginning in 2011 between Dispatcher LeJeune and Bob Cozzie and Tami Atkinson, who were both workgroup members representing the Telecommunications discipline. Therefore, it is the recommendation of staff to recommend adopting the proposed rule language and charts as originally proposed.

The following revised language for OAR 259-008-0060 contains recommended additions (**bold and underlined**) and deletions (~~strikethrough text~~).

## **259-008-0060**

### **Public Safety Officer Certification**

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(13) The Intermediate Certificate. In addition to the requirements set forth in section (1) of this rule, the following are required for the award of the Intermediate Certificate:

(a) Applicants must possess a Basic Certificate in the field in which certification is requested; and

(b) Applicants must have acquired the ~~following~~ combinations of education hours and training hours combined with the prescribed years of police, corrections, parole and probation or telecommunications experience, or the college degree designated combined with the prescribed years of experience **as identified on the chart effective through October 31, 2012**: [Table not included. See ED. NOTE.]

(14) **Effective November 1, 2012**:

**(a) Applicants for an Intermediate Certificate in police, corrections or parole and probation must have acquired the combinations of education hours and training hours combined with the prescribed years of experience, or the college degree designated combined with the prescribed years of experience as identified on the chart effective November 1, 2012: [Table not included. See ED. NOTE.]**

**(b) Applicants for an Intermediate Certificate in telecommunications must have acquired the following combinations of education hours, training hours, prescribed years of telecommunications experience, and competency as identified on the chart effective November 1, 2012: [Table not included. See ED. NOTE.]**

**(c) The years of experience must be full-time employment within the discipline for which Intermediate certification is being applied.**

**(d) The training hours originating from a single training event that are used to meet the training hour requirement for Intermediate certification cannot be applied towards future levels of certification.**

**(e) The required years of experience are for the purpose of developing and demonstrating competency at the Intermediate level. The signature of the agency head or designee on an**

**F-7 Application for Certification at the Intermediate level represents the agency's attestation that the applicant is performing at a level of competence expected at that certification level.**

**(15) Applicants for Intermediate certification may apply by satisfying the requirements described in subsection (13) or the requirements described in subsection (14) through October 31, 2014.**

(14 **16**) The Advanced Certificate. In addition to the requirements set forth in section (1) of this rule, the following are required for the award of the Advanced Certificate:

(a) Applicants must possess or be eligible to possess the Intermediate Certificate in the field in which certification is requested; and

(b) Applicants must have acquired the following combinations of education and training hours combined with the prescribed years of corrections, parole and probation, police, telecommunications experience, or the college degree designated combined with the prescribed years of experience: **as identified on the chart effective through October 31, 2012:** [Table not included. See ED. NOTE.]

**(17) Effective November 1, 2012:**

**(a) Applicants for an Advanced Certificate in police, corrections or parole and probation must have acquired the following combinations of education and training hours combined with the prescribed years of experience, or the college degree designated combined with the prescribed years of experience as identified on the chart effective November 1, 2012: [Table not included. See ED. NOTE.]**

**(b) Applicants for an Advanced Certificate in telecommunications must have acquired the following combinations of education hours, training hours, prescribed years of telecommunications experience, and competency as identified on the chart effect November 1, 2012: [Table not included. See ED. NOTE.]**

**(c) The years of experience must be full-time employment within the discipline from which Advanced certification is being applied.**

**(d) The training hours originating from a single training event that are used to meet the training hour requirement for Advanced certification cannot be applied towards future levels of certification.**

**(e) The required years of experience are for the purpose of developing and demonstrating competency at the Advanced level. The signature of the agency head or designee on an F-7 Application for Certification at the Advanced level represents the agency's attestation that the applicant is performing at a level of competence expected at that certification level.**

**(18) Applicants for Advanced certification may apply by satisfying the requirements described in subsection (16) or the requirements described in subsection (17) through October 31, 2014.**

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**ACTION ITEM 1:** Consider public comment and staff recommendation to determine whether to recommend filing the proposed language for OAR 259-008-0060 with the Secretary of State as a permanent rule.

**Attachments:**

Attachment A – Current Intermediate/Advanced Certification Charts

Attachment B – Proposed Intermediate/Advanced Certification Charts (Police, Corrections, Parole & Probation)

Attachment C – Proposed Intermediate/Advance Certification Charts/Portfolio (Telecommunications)

**Attachment A - Current Intermediate/Advanced Certification Charts:**

INTERMEDIATE CERTIFICATION							
Minimum Years of Experience	8 years	7 years	6 years	5 years	4 years	4 years	2 years
Minimum Training Points, Including DPSST Basic Course (Equivalent hours in parentheses)	15 (300 hours)	23 (460 hours)	30 (600 hours)	38 (760 hours)	45 (900 hours)	DPSST Basic Course	DPSST Basic Course
Minimum College Education Credits	15	23	30	38	45	Assoc. Degree	Bachelor Degree

ADVANCED CERTIFICATION								
Minimum Years of Experience	12 years	11 years	10 years	9 years	8 years	9 years	6 years	4 years
Minimum Training Points, Including DPSST Basic Course (Equivalent hours in parentheses)	30 (600 hours)	35 (700 hours)	40 (800 hours)	45 (900 hours)	60 (1200 hours)	DPSST Basic Course	DPSST Basic Course	DPSST Basic Course
Minimum College Education Credits	30	35	40	45	60	Assoc. Degree	Bachelor Degree	Master Degree

- Allows training hours to “roll-over”  
*e.g. An officer who is awarded a basic certificate after completing 200 hours of Basic Training can again use those 200 hours to reach the minimum required training level to achieve the intermediate certificate.*
- Time served can cross disciplines. For example, an officer with no experience in a new discipline may qualify for all levels of certification based solely on their years of experience in a different discipline.
- Topics of training required to receive upper level certifications are not specified.
- There is no minimum “waiting” period between obtaining Intermediate certification and Advanced certification

**Attachment B - Proposed Intermediate/Advanced Certification Charts (Police/Corrections/Parole & Probation):**

**INTERMEDIATE POLICE/CORRECTIONS/P&P CERTIFICATION ONLY**

*In addition to Basic Training, a police/corrections/P&P officer must meet the following minimum requirements for Intermediate Certification (Hours from Basic Training/FTM completion do not apply):*

<b>MIN. YEARS EXPERIENCE</b>	3 years	4 years	5 years	6 years
<b>EDUCATION</b>	Bachelor Degree	Assoc. Degree	45 Credits	None
	+ 80 Training Hours:	+ 120 Training Hours:	+ 160 Training Hours:	+ 200 Training Hours
Communications	16	28	40	52
Advanced Technical Skills	40	60	80	100
Leadership	16	20	24	28
Risk Management	8	12	16	20
<b>TOTAL TRAINING HOURS</b>	80	120	160	200

**ADVANCED POLICE/CORRECTIONS/P&P CERTIFICATION ONLY**

*In addition to Basic Training and Intermediate Certification, a police/corrections/P&P officer must meet the following minimum requirements for Advanced Certification. Training hours reset after receiving intermediate certification.*

<b>MIN. YEARS EXPERIENCE</b>	6 years	7 years	9 years	11 years	13 years
<b>EDUCATION</b>	Master's Degree	Bachelor Degree	Assoc. Degree	45 Credits	None
	+ 80 Training Hours:	+ 120 Training Hours:	+ 160 Training Hours:	+ 200 Training Hours	+ 240 Training Hours
Communications	16	28	40	52	64
Advanced Technical Skills	40	60	80	100	120
Leadership	16	20	24	28	32
Risk Management	8	12	16	20	24
<b>TOTAL TRAINING HOURS</b>	80	120	160	200	240

- Training hours reset after certification is awarded

*After a basic or intermediate certificate is awarded, an officer must achieve the prescribed training hours for the next level of certification starting from zero. (This does NOT mean that the number of training hours in the officer's DPSST Training Record is changed; only that the officer may not count the same hours towards each subsequent level of certification. The number of training hours required at each level in the charts is substantially reduced to reflect this change.)*

- The minimum years' experience must be within the discipline for which Intermediate or Advanced certification is being applied.
- Number of training hours needed is reduced but broken into four required categories: Communications, Advanced Technical Skills, Leadership, and Risk Management.

**Attachment B (cont.)- Proposed Intermediate/Advanced Certification Charts (Police/Corrections/Parole & Probation):**

**Training Categories:**

**Risk Management:** Training that provides law enforcement officers with tools to recognize risks, the type of risks and effective tactics to manage risks.

**Communication:** Training that provides law enforcement officers with tools to effectively communicate with members of the public, individuals suspected of criminal activity, individuals under supervision, individuals with special needs, as well as managers and co-workers.

**Leadership:** Training that enhances leadership ability, teaches effective leadership styles, or encourages the adoption of effective leadership behaviors.

**Advanced Technical Skills:** Discipline-specific training that enhances technical or tactical skills as a law enforcement officer. This does not include courses that are required to maintain the basic level of certification.

**Attachment C - Proposed Intermediate/Advanced Certification Charts/Portfolio (Telecommunications):**

**INTERMEDIATE TELECOMMUNICATOR CERTIFICATION**

Minimum Years of Experience	6 years	5 years
Minimum Training Points, Including DPSST Basic Course (Equivalent hours in parentheses)	DPSST Basic Course + 200 hours post certificate training	DPSST Basic Course + 160 hours post certificate training
Minimum College Education Credits	None	45
Minimum Competency	3 portfolio points	3 portfolio points

**ADVANCED TELECOMMUNICATOR CERTIFICATION**

Minimum Years of Experience	10 years	9 years	8 years	7 years
Minimum Training Points, Including DPSST Basic Course (Equivalent hours in parenthesis)	Intermediate Certificate + 240 hours post certificate training	Intermediate Certificate + 200 hours post certificate training	Intermediate Certificate + 160 hours post certificate training	Intermediate Certificate + 120 hours post certificate training
Minimum College Education Credits	None	45	Assoc. Degree	Bachelor Degree
Minimum Competency	6 portfolio points	6 portfolio points	6 portfolio points	6 portfolio points

- Telecommunicator chooses from the Portfolio Items List to include in his or her application. (Application must include at least two separate categories for intermediate and three separate categories for advanced certification requests.)
- Telecommunicator completes and provides documentation of the applicable Portfolio Items to the agency head (include detailed description, transcripts, recordings of calls for service, and other supporting documentation).
- Agency head reviews and makes recommendation for approval to DPSST.
- DPSST (Telecommunications Policy Committee) reviews the portfolio and makes final approval.
- The Portfolio Items List is non-inclusive. Other categories may be suggested for consideration for agency director and Telecommunications Policy Committee review.
- Years of experience must be within the discipline.

**Attachment C (cont.) - Proposed Intermediate/Advanced Certification Charts/Portfolio (Telecommunications):**

**INTERMEDIATE/ADVANCE TELECOMMUNICATOR PORTFOLIO**

CATEGORY	PORTFOLIO ITEM	POINTS
Leadership	Policy Writing/Revision	1 point
Leadership	APCO/NENA Membership (active participation within past 2 years)	½ point
Leadership	APCO/NENA Leadership (Hold Office, Committee Chair, National Committee, etc. within past 5 years)	1 point
Leadership	Agency Leadership Role (agency defined)	1 point
Leadership	Professional Development (agency defined)	1 point
Calls for Service*	Multi-jurisdictional (cross-dispatch) events	¼ point
Calls for Service*	Mass casualty events	¼ point
Calls for Service*	Major Media Events	¼ point
Calls for Service*	Incident dispatch team member	¼ point
Calls for Service*	Unusual or Exemplary call for service (agency defined)	¼ point
Awards	Agency/local award recipient	½ point
Awards	State award recipient	1 point
Awards	National award recipient	2 points
Training	1 year Communications Training Officer (within past 5 years)	½ point
Training	2+ years Communications Training Officer (within past 5 years)	1 point
Training	Industry, DPSST or Agency Instructor (within past 2 years)	1 point
Training	Attend industry related training course – 8 hour minimum (does not count toward yearly certification hours)	1 point
Longevity	Every year as an Agency Head	1 point
Longevity	Every two years as a mid-level manager	1 point
Longevity	Every three years as a first line supervisor	1 point
Longevity	Every four years as a lead worker	1 point

\* Calls for Service Category: (Requires significant participation in high impact calls for service)