PUBLIC SAFETY TELECOMMUNICATOR
PROGRESSION AND PRODUCTIVITY PROGRAM
CRITERION DOCUMENT
March 20, 2019

Note: Refer to the Public Safety Telecommunicator Progression and Productivity Program Policies and Procedures Document for additional information and clarification on requirements, guidelines, and procedures.

<table>
<thead>
<tr>
<th>To Become: Public Safety Telecommunicator I (EC-01)</th>
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<tbody>
<tr>
<td><strong>EDUCATION:</strong> Graduation from high school or possession of a General Education Development (GED) Certificate</td>
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<td><strong>EXPERIENCE:</strong> One (1) year of experience in public safety, general office, customer service, or military communications including data entry and public contact</td>
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<td><strong>LICENSES AND CERTIFICATIONS:</strong> None Required</td>
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<td><strong>DEMONSTRATED SKILL PROFICIENCY:</strong> Successful completion of PSC Hiring Process</td>
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</table>

**1st Proficiency Increase:**

An increase to the next step within the EC-01 pay grade will be awarded to any Public Safety Telecommunicator who:

- Successfully completes the PSC Training Academy, and
- Has three (3) months experience as a Public Safety Telecommunicator I, and
- Has a Satisfactory 1st quarter review,

**2nd Proficiency Increase:**

An increase to the next step within the EC-01 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has nine (9) months experience as Public Safety Telecommunicator I after successful completion of the PSC academy, and
- Has received a “Proficient” rating on the most recent final review, and
- Successfully completes certification for operational function Law Call Taking (LCT) and either Tele Type (TTY) or Law Service Dispatch (LSD)
To Become: Public Safety Telecommunicator II (EC-02)

EDUCATION: Graduation from high school or possession of a General Education Development (GED) Certificate

EXPERIENCE: One (1) year of experience as a Public Safety Telecommunicator I after successful completion of the PSC Academy

COURSEWORK: Complete total of three (3) accredited college hours at an accredited college or university in a related field; or forty-five (45) contact hours or 450 continuing education units in approved coursework pertaining to telecommunicators.

TRAINING: One (1) progression credit from an internal City class, not previously taken, from the following choices:

Communications or interpersonal relations or Safety Training

LICENSES AND CERTIFICATIONS: Operational certifications for LCT and TTY or LSD

DEMONSTRATED SKILL PROFICIENCY: Must have received a “Proficient” performance rating on the most recent review, and successfully completed the proficiency test for EC-01.

1st Proficiency Increase:

An increase to the next step within the EC-02 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has three (3) months experience as a Public Safety Telecommunicator 2, and
- Has received a “Proficient” rating on the most recent final review, and
- Successfully completes certification for either operational function TTY or LSD
- One (1) progression credit from an internal City class, not previously taken, from the following choices: Communications or interpersonal relations or Safety Training

2nd Proficiency Increase:

An increase to the next step within the EC-02 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has nine (9) months experience as a Public Safety Telecommunicator 2, and
- Has received a “Proficient” rating on the most recent final review, and
- Successfully completes certification for operational function Law Main Dispatch (LMD) and Law Master Console (LMC)
To Become: Public Safety Telecommunicator III (EC-03)

**EDUCATION:** Graduation from high school or possession of a General Education Development (GED) Certificate

**EXPERIENCE:** One (1) year of experience as a Public Safety Telecommunicator II

**COURSEWORK:** Complete total of six (6) hours at an accredited college or university in a related field; or ninety (90) contact hours or 900 continuing education units in approved coursework pertaining to telecommunicators.

**TRAINING:** Two (2) progression credits from an internal City class, not previously taken, from the following choices:
- Communications or interpersonal relations and Safety Training

**LICENSES AND CERTIFICATIONS:** Operational certifications for LCT, TTY, LSD, LMD, and LMC

**DEMONSTRATED SKILL PROFICIENCY:** Must have received a “Proficient” performance rating on the most recent review, and successfully completed the proficiency test for Public Safety Telecommunicator II.

### 1st Proficiency Increase:

An increase to the next step within the EC-03 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has three (3) months experience as a Public Safety Telecommunicator III, and
- Has received a “Proficient” rating on the most recent final review, and
- Successfully completes certification for operational function Fire Call Taking (FCT), Fire Main Dispatch (FMD), and Fire Service Dispatch (FSD)

### 2nd Proficiency Increase:

An increase to the next step within the EC-03 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has nine (9) months experience as a Public Safety Telecommunicator III, and
- Has received a “Proficient” rating on the most recent final review, and
- Successfully completes certification for police dispatch from either International Academies of Emergency Dispatch (IAED) Emergency Police Dispatch (EPD) or Association of Public-Safety Communications Officials (APCO) Law Enforcement Communications (LEC)
To Become: Public Safety Telecommunicator IV (EC-04)

**EDUCATION:** Graduation from high school or possession of a General Education Development (GED) Certificate

**EXPERIENCE:** One (1) year of experience as a Public Safety Telecommunicator III

**COURSEWORK:** Complete nine (9) hours at an accredited college or university in a related field; or one hundred thirty-five (135) contact hours or 1350 continuing education units in approved coursework pertaining to telecommunicators.

**TRAINING:** Two (2) progression credits from an internal City class, not previously taken, from the following choices: Communications or interpersonal relations and Safety Training

**LICENSES AND CERTIFICATIONS:** Operational certifications for LCT, TTY, LSD, LMD, LMC, FCT, FMD, and FSD and police dispatch from IAED or APCO.

**DEMONSTRATED SKILL PROFICIENCY:** Must have received a “Proficient” performance rating on the most recent review, and successfully completed the proficiency test for Public Safety Telecommunicator III.

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### 1st Proficiency Increase:

An increase to the next step within the EC-04 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has three (3) months experience as a Public Safety Telecommunicator IV, and
- Has received a “Proficient” rating on the most recent final review, and
- Successfully completes certification for fire dispatch from either IAED Emergency Fire Dispatch (EFD) or APCO Fire Service Communications (FSC)

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### 2nd Proficiency Increase:

An increase to the next step within the EC-04 pay grade will be awarded to any Public Safety Telecommunicator who:

- Has nine (9) months experience as a Public Safety Telecommunicator IV, and
- Has received a "Proficient" rating on the most recent final review, and
- Successfully completes certification for Communications Training Officer (CTO) or equivalent from APCO or National Emergency Number Association (NENA)