

**PUBLIC SAFETY COMMUNICATIONS
PROGRESSION AND PRODUCTIVITY PROGRAM
CRITERION DOCUMENT**

March 1, 2023

Note: Refer to the Public Safety Communications (PSC) Progression and Productivity Program Policies and Procedures Document additional information and clarification on requirements, guidelines, and procedures.

Employees requesting proficiency or progression increase must not be on a City Performance Improvement Plan at the time of the request.

To Become: Public Safety Telecommunicator I (EC-01)

EDUCATION AND EXPERIENCE: Must meet the following options or an equivalent combination of training and experience per PPPM Section 100:

1. (a) Graduation from high school or possession of a General Education Development certificate; **and**,
(b) One (1) year experience relevant to the essential tasks listed in the job description; **or**,
(c) One (1) year experience in general office, customer service, public safety, or call center including data entry and public contact; *and*,
(d) *Must be able to pass a background screening, skills test, and take a personality characteristic profile; or*,
2. (a) Completion of thirty (30) hours from an accredited college or university; **and**,
(b) *Must be able to pass a background screening, skills test, and take a personality characteristic profile.*

LICENSES / CERTIFICATIONS:

1. Completion of the Basic 911 Training Academy within six (6) months; **and**,
2. Completion of training for Missing and Exploited Children for Public Safety Answering Points or equivalent, as approved by management, while attending the Basic 911 Training Academy; **and**,
3. Completion of National Incident Management System (NIMS) IS-100: Introduction to the Incident Command System or equivalent, as approved by management, within 1-year of date of hire and prior to requesting progression to a Public Safety Telecommunicator Lvl I, Proficiency step I; **and**,
4. Completion of NIMS IS-906: Workplace Security Training or equivalent, as approved by management, within 1-year of date of hire and prior to requesting progression to a Public Safety Telecommunicator Lvl I, Proficiency step I,

DEMONSTRATED

SKILL PROFICIENCY: Successful completion of Public Safety Telecommunicator Lvl I hiring process.

1st Proficiency Increase:

An increase to the next step within the EC-01 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of three (3) months experience as an EC-01 and who successfully:

Completes the PSC Training Academy; **and**,

Completion of one (1) class offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, not previously submitted, as approved by management.; **and**,

Public Safety Telecommunicator Progression and Proficiency Criteria Document
Page 2 of 8

Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s) in Communication and Interpersonal Skills, or an equivalent, not previously taken, as approved by management.

<i>2nd Proficiency Increase:</i>

An increase to the next step within the EC-01 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of six (6) months experience as an EC-01 and who successfully:

Completes training and is released to work independently in a second operational function; **and,**

Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s) in Safe and Respectful Workplace, or an equivalent, not previously taken, as approved by management.

Public Safety Communications Progression Criteria Document
Page 3 of 8

To Become: PUBLIC SAFETY TELECOMMUNICATOR II (EC-02)

EDUCATION AND EXPERIENCE: Must meet the following options or an equivalent combination of training and experience per PPPM Section 100:

LICENSES / CERTIFICATIONS: Completion of the following:

1. Completion of the Basic 911 Training Academy; **and**,
2. Completion of training for Missing and Exploited Children for Public Safety Answering Points; **and**,
3. Completion of National Incident Management System (NIMS) IS-100: Introduction to the Incident Command System or equivalent, as approved by management; **and**,
4. Completion of NIMS IS-906: Workplace Security Training, or equivalent, as approved by management; **and**,
5. Completion on one (1) class offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, as approved by management; **and**,
6. Completion of one (1.0) course credit from an internal City of Tulsa Development Training course(s) in Communication and Interpersonal Skills, , as approved by management; **and**,
7. Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s) in Safe and Respectful Workplace as approved by management; **and**,
8. Completes training and is released to work independently in at least 2 operational functions.
9. Nine (9) months experience as a PS Telecommunicator Lvl I.

DEMONSTRATED

SKILL PROFICIENCY: Successful completion of the Emergency Communications Level I proficiency exam.

1st Proficiency Increase:

An increase to the next step within the EC-02 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of three (3) months experience as an EC-02 and who successfully:

Completes one half (0.5) course credit from an internal City of Tulsa Development Training course(s) in Communication and Interpersonal Skills, or an equivalent, not previously taken, as approved by management; **and**,

Completes one half (0.5) course credit from an internal City of Tulsa Development Training course(s) in Development for Personal Growth, or an equivalent, not previously taken, as approved by management; **and**,

Completes NIMS IS-144.A: TERT Basic Course or equivalent, not previously submitted, as approved by management; **and**,

Completion of one (1) additional class, not previously taken, offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, not previously submitted, as approved by management; **and**,

Completes training and is released to work independently in a third operational function.

Public Safety Communications Progression Criteria Document
Page 4 of 8

<i>2nd Proficiency Increase:</i>
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An increase to the next step within the EC-02 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of six (6) months experience as an EC-02 and who successfully:

Completes one half (0.5) course credit from an internal City of Tulsa Development Training course(s) in Communication and Interpersonal Skills, or an equivalent, not previously taken, as approved by management; **and,**

Completes one half (0.5) course credit from an internal City of Tulsa Development Training course(s) in Development for Personal Growth, or an equivalent, not previously taken, as approved by management; **and,**

Completion of IS-200. Basic ICS System for Initial Response, or equivalent, not previously submitted, as approved by management; **and,**

Completion on one (1) additional class, not previously taken, offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, not previously submitted, as approved by management; **and,**

Completes training and is released to work independently in a fourth operational function.

Public Safety Communications Progression Criteria Document
Page 5 of 8

To Become: PUBLIC SAFETY TELECOMMUNICATOR III (EC-03)

EDUCATION AND EXPERIENCE: Must meet the following options or an equivalent combination of training and experience per PPM Section 100:

LICENSES / CERTIFICATIONS: Completion of the following:

1. Completes NIMS IS-144.A: TERT Basic Course or equivalent, not previously submitted, as approved by management; **and,**
2. Completion of IS-200. Basic ICS System for Initial Response, or equivalent, not previously submitted, as approved by management; **and,**
3. Completion of three (3) total classes offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, as approved by management; **and,**
4. Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s) in Communication and Interpersonal Skills, as approved by management; **and,**
5. Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s) in Development for Personal Growth, as approved by management; **and,**
6. Completes training and is released to work independently in at least 4 operational functions; **and,**
7. Nine (9) months experience as a PSC Telecommunicator Lvl II.

DEMONSTRATED

SKILL PROFICIENCY: Successful completion of the Emergency Communications Level II proficiency exam.

1st Proficiency Increase:

An increase to the next step within the EC-03 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of three (3) months experience as an EC-02 and who successfully:

Completion of NIMS IS-241.C Decision Making and Problem Solving or equivalent, as approved by management; **and,**

Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s), not previously taken, as approved by management. The one (1.0) course credit should be from either the Communication and Interpersonal skills category, or an equivalent, or one (1.0) course credit from the Safe & Respectful Workplace category, or an equivalent, as approved by management; **and,**

Completion of one (1) class, not previously taken, offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, as approved by management; **and,**

Completes training and is released to work independently in a fifth operational function.

2nd Proficiency Increase:

An increase to the next step within the EC-03 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of six (6) months experience as an EC-03 and who successfully:

Public Safety Communications Progression Criteria Document
Page 6 of 8

Completes one (1.0) course credit from an internal City of Tulsa Development Training course(s), not previously taken, as approved by management. The one (1.0) course credit should be from either the Communication and Interpersonal skills category or an equivalent, or one (1.0) course credit from the Safe & Respectful Workplace category, or an equivalent, whichever course was not taken in the first proficiency increase as a Public Safety Telecommunicator Lvl III, as approved by management; **and**,

Completion of NIMS IS-240.C Leadership & Influence or equivalent, as approved by management; **and**,

Completion of the National Center for Missing and Exploited Children Missing and Exploited Children for PSAP Supervisors, Quality Assurance, Evaluators, and Trainers or equivalent, as approved by management; **and**,

Completion on one (1) class, not previously taken, offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, as approved by management: **and**,

Completes training and is released to work independently in a sixth operational function.

Public Safety Communications Progression Criteria Document
Page 7 of 8

To Become: PUBLIC SAFETY TELECOMMUNICATOR IV (EC-04)

EDUCATION AND EXPERIENCE: Must meet one of the following options or an equivalent combination of training and experience per PPM Section 100:

LICENSES / CERTIFICATIONS: Completion of the following:

1. Completes NIMS IS-240.C: Leadership and Influence or equivalent, as approved by management; **and,**
2. Completion of IS-241.C: Decision Making and Problem Solving, or equivalent, as approved by management; **and,**
3. Completion of five (5) total classes offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, as approved by management; **and,**
4. Completion of the National Center for Missing and Exploited Children Missing and Exploited Children for PSAP Supervisors, Quality Assurance, Evaluators, and Trainers or equivalent, as approved by management; **and,**
5. Completes two (2.0) course credit from an internal City of Tulsa Development Training course(s), as approved by management. One (1.0) course credit should be from either the Communication and Interpersonal skills category and one (1.0) course credit from the Safe & Respectful Workplace category, as approved by management; **and,**
6. Completes training and is released to work independently in at least 6 operational functions.
7. Nine (9) months experience as an PSC Telecommunicator Lvl III.

DEMONSTRATED

SKILL PROFICIENCY: Successful completion of the Emergency Communications Level III proficiency exam.

1st Proficiency Increase:

An increase to the next step within the EC-04 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of three (3) months experience as an EC-04 and who successfully:

Completes two (2.0) course credits, not previously taken, from an internal City of Tulsa Development Training course(s), as approved by management. One (1) credit should be from the Development for Personal Growth category or an equivalent, and one (1) credit from the Business Leadership Skills category or an equivalent; **and,**

NIMS IS-242.C: Effective Communication or equivalent, as approved by management; **and,**

NIMS IS-800: National Response Framework, An Introduction or equivalent, as approved by management; **and,**

Completion on one (1) class, not previously taken, offered by local, regional, and state level training offered from Indian Nations Council of Governments (INCOG), the Association of Public Safety Communications Officials, National Emergency Number Association, Oklahoma 911 Management Authority, or Public Safety Partners, or equivalent, not previously submitted, as approved by management; **and,**

Completes training and is released to work independently in a seventh operational function.

Public Safety Communications Progression Criteria Document
Page 8 of 8

2nd Proficiency Increase:

An increase to the next step within the EC-04 pay grade will be awarded to any Public Safety Telecommunicator with a minimum of six (6) months experience as an EC-04 and who successfully:

Completes two (2.0) course credits from an internal City of Tulsa Development Training course(s), not previously taken, as approved by management. One (1) credit should be from the Safe and Respectful Workplace category and one (1) credit from the Business Leadership Skills category; **and,**

Completes training and is released to work independently in an eighth operational function.