

911 Public Safety Telecommunicator



Daily Lesson Plan

911 Public Safety Telecommunicator



Section 01

Lesson 01

About This Lesson	<p>Scales:</p> <p>4. I can identify, explain, and communicate the roles and responsibilities of the public safety telecommunicator; I can also define the roles of a call taker and dispatcher</p> <p>3. I can identify, explain, and communicate the roles and responsibilities of the public safety telecommunicator</p> <p>2. I have a basic understanding of the roles and responsibilities of the public safety telecommunicator</p> <p>1. I have a limited understanding of the roles and responsibilities of the public safety telecommunicator</p> <p>0. Even with help, I do not understand the roles and responsibilities of the public safety telecommunicator</p>
Time	
45 minutes	
Grade Level	
Grade 11 th – 12 th , Adult Ed	
Strategies and Skills	CTE Standards
Critical thinking skills, small and large group discussion, vocabulary building	01.01 Comprehend the history of the telecommunication profession.
	<p>Objectives</p> <ul style="list-style-type: none"> The student will be able to explain the history of the telecommunications profession
Key Words and Phrases	
<ul style="list-style-type: none"> The First Call Wireless Communications Act First One-Way Radio First Two-Way Radio National Public Safety Week PST 	Lesson Preparation
	Handouts/Supporting Documents
	Other Materials
	PowerPoint presentation
	Advance Preparation
	<ul style="list-style-type: none"> Set up multi-media presentation

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	Procedures		
Time			
5 min	1	Have the students read	
		1. Page 7, “Comprehend the History of the Telecommunication Profession”	
5 min	2	Activate background knowledge	Student Action
		2. Name a TV show or movie where you have seen a 911 call center. What is the one thing that stands out in your mind about it?	Have students talk to their shoulder buddy for 30 seconds each
		3. Pick several groups to respond until you get repeat answers or use white boards to have students show their answers at one time. Go around the room and read what the students have written	
20 min	3	Write bullet points on the board or use PowerPoints	Question for Students
		<u>History of Telecommunications</u> <ul style="list-style-type: none"> • The First 911 Call: The first 911 call was made in Haleyville, Alabama. It was a test call to ensure that the new 911 system was working properly. • The Wireless Communications and Public Safety Act (911 Act): The Wireless Communications and Public Safety Act (911 Act) was enacted to establish 911 as the national emergency phone number and to put other mandates in place to preserve the integrity of emergency services. The 911 Act also created the National 911 Program, which is responsible for developing and implementing policies and programs to improve the 911 system. • The First One-Way Radio Communications: The first one-way radio communications were used by the Detroit Police Department. These early radios were used to broadcast information to patrol cars, but they could not be used to communicate back to the telecommunicators. 	<p>What do you think prompted the creation of “911”? – President’s Commission on Law Enforcement and Administration of Justice in 1967 recommended the use of a single number.</p> <p>Why was the number 911 chosen? - AT&T chose the number 9-1-1, which was simple, easy to remember, dialed quickly (999, with the rotary dial phones in place at the time, would take longer).</p>

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		<ul style="list-style-type: none"> • The First Two-Way Radio: The first two-way radio was implemented in Bayonne, New Jersey. This allowed police officers to communicate directly with the dispatcher, significantly improving their ability to respond to emergencies. <p><u>The Evolution of Public Safety Telecommunications</u></p> <ul style="list-style-type: none"> • More than 90 years of evolving telephone and radio communications led to the public safety telecommunications profession as we know it today. PSTs now use a variety of communication technologies, including telephones, radios, computers, and mobile devices, to gather information, dispatch emergency responders, and provide assistance to the public. <p><u>National Public Safety Telecommunicators Week</u></p> <ul style="list-style-type: none"> • California declared the first National Public Safety Telecommunicators Week as a nod to the voices behind the headset. This week is now celebrated annually in the United States, Canada, and Australia to recognize the important role that PSTs play in public safety. 	<p>What is the difference between one way and two-way radio communications?</p> <p>Celebrated the second full week of April each year.</p> <p>Website: https://www.npstw.org/</p>
10 min		Demonstration of Learning	Student Action
	4	Show DOL on the board using multi-media projector	
		What would you imagine being the limitations and challenges when dispatch was “ one-way ?”	Have students write in their journals. 4-6 sentences
5 min	5	Students who have finished the lesson with an understanding can work on Key Words sheet or word search. Students who need more understanding will get further instruction from the teacher. This includes students with accommodations.	Have the instructor or students with an understanding work with students needing more attention.
45 min	Total		

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Student Workbook Sample

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Section 01

01.01 Comprehend the History of the Telecommunication Profession

Before the dawn of the 911 system, emergency response was a patchwork of local numbers and frantic scrambles. Imagine a world where reaching help in a crisis meant navigating a maze of phone lines, each with its own code and protocol. A test call in Alabama sparked a revolution, ushering in an era of streamlined emergency response and saving countless lives. This training section delves into the fascinating history of public safety telecommunications, from the crackle of one-way radios to the sophisticated networks of today and celebrates the vital role of Public Safety Telecommunicators (PSTs) who stand as the silent heroes behind every answered 911 call.

History of Telecommunications

- **The First 911 Call:**

- _____

- **The Wireless Communications and Public Safety Act (911 Act):**

- _____

- **The First One-Way Radio Communications:**

- _____

- **The First Two-Way Radio:**

- _____

The Evolution of Public Safety Telecommunications

More than 90 years of evolving telephone and radio communications led to the public safety telecommunications profession as we know it today. PSTs now use a variety of communication technologies, including telephones, radios, computers, and mobile devices, to gather information, dispatch emergency responders, and provide assistance to the public.

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National Public Safety Telecommunicators Week

California declared the first National Public Safety Telecommunicators Week as a nod to the voices behind the headset. This week is now celebrated annually in the United States, Canada, and Australia to recognize the important role that PSTs play in public safety.

The story of public safety telecommunications is a testament to human ingenuity and its unwavering commitment to protecting lives. From the pioneering spirit of early radio experimenters to the tireless dedication of PSTs who answer calls day and night, this journey underscores the critical role technology and human connection play in emergency response. As we move forward, embracing new technologies and fostering collaboration, we can ensure that the legacy of that first 911 call continues to resonate – a beacon of hope and a lifeline in times of crisis. Let this training serve as a reminder of the immense responsibility and profound impact Public Safety Telecommunicators (PST) carry, and may it inspire us all to contribute to the ongoing evolution of a system that truly puts the safety of our communities first.

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Teacher Outline

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01.01 Comprehend the History of the Telecommunication Profession

Correlated with PowerPoints

In the time before the establishment of the 911 system, emergency response was a disjointed network of local numbers and chaotic efforts. Envision a scenario where seeking assistance during a crisis involved navigating a complex web of phone lines, each with its unique code and protocol. A pivotal moment occurred with a test call in Alabama, sparking a revolutionary shift towards a more organized and efficient emergency response system that played a significant role in saving numerous lives. This training segment delves into the captivating history of public safety telecommunications, spanning from the static-filled transmissions of early one-way radios to the advanced networks of the present day. It also pays tribute to the indispensable role played by Public Safety Telecommunicators (PSTs), recognizing them as the unsung heroes behind every answered 911 call.

History of Telecommunications

- **The First 911 Call:** The first 911 call was made in Haleyville, Alabama. It was a test call to ensure that the new 911 system was working correctly.
- **The Wireless Communications and Public Safety Act (911 Act):** The Wireless Communications and Public Safety Act (911 Act) was enacted to establish 911 as the national emergency phone number and to put other mandates in place to preserve the integrity of emergency services. The 911 Act also created the National 911 Program, which is responsible for developing and implementing policies and programs to improve the 911 system.
- **The First One-Way Radio Communications:** The first one-way radio communications were used by the Detroit Police Department. These early radios were used to broadcast information to patrol cars, but they could not be used to communicate back to the telecommunicators.
- **The First Two-Way Radio:** The first two-way radio was implemented in Bayonne, New Jersey. This allowed police officers to communicate directly with the dispatcher, significantly improving their ability to respond to emergencies.

The Evolution of Public Safety Telecommunications

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Evolving telephone and radio communications led to the public safety telecommunications profession as we know it today. PSTs now use a variety of communication technologies, including telephones, radios, computers, and mobile devices, to gather information, dispatch emergency responders, and provide assistance to the public.

National Public Safety Telecommunicators Week

California declared the first National Public Safety Telecommunicators Week as a nod to the voices behind the headset. This week is now celebrated annually in the United States, Canada, and Australia to recognize the important role that PSTs play in public safety.

The story of public safety telecommunications is a testament to human ingenuity and its unwavering commitment to protecting lives. From the pioneering spirit of early radio experimenters to the tireless dedication of PSTs who answer calls day and night, this journey underscores the critical role technology and human connection play in emergency response. As we move forward, embracing new technologies and fostering collaboration, we can ensure that the legacy of that first 911 call continues to resonate – a beacon of hope and a lifeline in times of crisis. Let this training serve as a reminder of the immense responsibility and profound impact Public Safety Telecommunicators (PST) carry, and may it inspire us all to contribute to the ongoing evolution of a system that truly puts the safety of our communities first.

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Lecture Notes

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Lecture Notes

In the era before the 911 system, emergency response was a chaotic array of local numbers and frantic efforts. Picture a world where seeking help during a crisis involved navigating a labyrinth of phone lines, each with its own code and protocol. The revolution began with a test call in Alabama, marking the advent of a streamlined emergency response system that saved numerous lives. This training segment delves into the captivating history of public safety telecommunications, from the crackle of early radios to today's sophisticated networks. It pays tribute to the indispensable role of Public Safety Telecommunicators (PSTs), the silent heroes behind every answered 911 call.

The narrative of public safety telecommunications stands as a testament to human ingenuity and an unwavering commitment to saving lives. From the pioneers of early radio experimentation to the tireless dedication of PSTs working day and night, this journey underscores the critical interplay of technology and human connection in emergency response. Looking ahead, by embracing new technologies and fostering collaboration, we can ensure that the legacy of that inaugural 911 call remains a beacon of hope and a lifeline in times of crisis. Let this training act as a reminder of the immense responsibility and profound impact carried by Public Safety Telecommunicators (PST), inspiring us all to contribute to the ongoing evolution of a system that genuinely prioritizes community safety.

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Student Key Words Worksheet

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Section 01 Key Words 01-01

- **First 911 Call -** _____

- **The Wireless Communications and Public Safety Act (911 Act) -** _____

- **First One-Way Radio Communications -** _____

- **The First Two-Way Radio -** _____

- **National Public Safety Telecommunicators Week -** _____

- **PST -** _____

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Writing Assignments

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Assignments

1. Have students research Denise Amber Lee incident. What stands out? What could have the PSTs done different? Is the law sufficient to protect the citizens?

Suggested Answers to Critical Analysis Questions

1. **Have students research Denise Amber Lee incident. What stands out? What could have the PSTs done different? Is the law sufficient to protect the citizens?**

The Denise Amber Lee incident is a tragic case that underscores the critical role of Public Safety Telecommunicators (PSTs) in emergency response. In 2008, Denise Amber Lee was abducted, and her subsequent murder revealed lapses in the emergency response system. Students researching this incident may find that one notable aspect is the delay in the response time, as the initial call reporting the abduction did not receive the urgent attention it required. This delay may prompt questions about the effectiveness of the communication and coordination between PSTs and responding agencies.

Examining the incident, students might identify potential areas for improvement in PST procedures. For instance, the need for enhanced protocols to prioritize high-risk situations and expedite responses could be a crucial takeaway. Additionally, the research may reveal opportunities for improved training to ensure PSTs are equipped to handle dynamic and evolving emergencies.

The inquiry into the Denise Amber Lee incident may also lead students to evaluate the adequacy of existing laws in protecting citizens. Questions may arise regarding the legal framework governing emergency response and whether there are gaps that need addressing. This exploration could involve an examination of legislation related to communication, coordination between agencies, and the timely deployment of resources.

In summary, the Denise Amber Lee incident serves as a poignant case study for students to delve into the intricacies of emergency response systems. The research may uncover areas where improvements in PST procedures and legal frameworks could enhance public safety and contribute to preventing similar tragedies in the future.