



**Homeland Security  
and Emergency Services**

# **NEW YORK STATE PSAP IN-HOUSE TRAINING/ANNUAL IN-SERVICE TRAINING PROGRAM SUBMISSION**

**NYS DIVISION OF HOMELAND SECURITY AND EMERGENCY SERVICES,  
OFFICE OF INTEROPERABLE AND EMERGENCY COMMUNICATIONS**

**MARCH 5, 2026**

# **PURPOSE OF THIS TRAINING**

- **UNDERSTAND NYS PSAP MINIMUM STANDARDS**
- **LEARN WHAT NYS REQUIRES FOR SUBMISSIONS**
- **IDENTIFY REQUIRED DOCUMENTATION FOR SUBMISSIONS**
- **ENSURE AGENCY COMPLIANCE AND READINESS FOR REVIEW**

**DEVELOPING AND SUBMITTING AN IN-  
HOUSE TELECOMMUNICATOR TRAINING  
PROGRAM**

## WHAT ARE THE NEW YORK STATE PSAP MINIMUM STANDARDS?

- Statewide baseline requirements for 911 call-taking and dispatch
- Ensure consistent, reliable, emergency response
- Apply to all Public Safety Answering Points who answer wireless 911 calls
- Govern training, operations, and quality assurance

## WHO MUST COMPLY?

- All NYS PSAPs that:
  - Receive wireless 911 calls, including any PSAP that initially answers such calls by means of rerouting
- Applies to full-time, part-time, and per-diem telecommunicators

## WHY IN-HOUSE TRAINING MUST BE APPROVED

- Ensures training meets state minimums
- Standardizes telecommunicator competency
- Supports accreditation and QA/QI programs

## REQUIRED TRAINING HOURS

- Your submission must specify:
  - Total hours of training
  - Breakdown of classroom vs. practical
  - CTO/mentoring hours
  - Evaluation periods
  - Continuing education requirements

## NAVIGATING TO SUBMISSION LINKS

Go to DHSES website

Emergency  
Communications

SIEC Board

Scroll down to “In-  
House Training Program  
Submission Request”  
or “Annual In-Service  
Training Program  
Submission Request”

**Agencies must provide a request for approval written on authority letterhead confirming that your agency is designated to receive and answer emergency calls from wireless telephone service providers, including calls received by means of rerouting.**

# **ENTRY-LEVEL TRAINING PROGRAM**

## ENTRY-LEVEL TRAINING

- Courses listed in 21 NYCRR 5201.7 do not require approval from the SIEC board.
- The annual in-service training requirement in 21 NYCRR 5201.4 does not require public safety telecommunicators to retake the full introductory course every year.
- Pre-approved training is available through APCO, NECI, PowerPhone, IAED (either free or with a paid subscription).
- Courses not listed in 21 NYCRR, including in-house courses for entry level or annual in-service training, must be approved by the SIEC board.
- Approved training programs may be used by any PSAP without additional application to or approval from the SIEC board.
- If your agency is requesting approval for an entry-level training program not listed in 21 NYCRR 5201.7 (a), please follow these instructions.

# ENTRY-LEVEL TRAINING PROGRAM SUBMISSION REQUEST

- Question 1:
  - Select your county from the dropdown menu.
  - If not a county, please add name in "Other" box.
- Question 2:
  - Click “Yes” stating that you will upload the request on authority letterhead.
- Question 3:
  - Click “Yes” if your agency receives and answers emergency calls from wireless telephone service providers, including calls received by means of rerouting.

# ENTRY-LEVEL TRAINING PROGRAM SUBMISSION REQUEST

- Question 4:
  - For each sub-item in the text box, clearly state how your agency complies with each sub-item.
    - Examples:
      - Authority's policy, procedures, rules and regulations:
        - State in the text box how your PSAP trains on its policies.
      - Customer Service and Interpersonal Communications:
        - "Our agency uses training from XX vendor to accommodate this requirement."
          - Training curriculum that could meet and/or exceed 5201.3 (a)"
            - Interpersonal Communications:
              - Nonverbal Communications, The Communications Cycle, Hearing vs. Listening, Speech and Diction, Observations and Inferences, etc.
            - Customer Service:
              - Active Listening, Empathy, Problem Solving, Conflict Resolution, Adaptability, etc.

# ENTRY-LEVEL TRAINING PROGRAM SUBMISSION REQUEST

- Question 5:
  - Certify that your course submission meets the minimum time duration requirements for newly hired personnel.
- Question 6:
  - This is where you can upload your letter and any attachments pertaining to the requirements in the questions above if you feel additional context is necessary.

**ANNUAL IN-SERVICE TRAINING  
PROGRAM SUBMISSION**

# ANNUAL IN-SERVICE TRAINING PROGRAM SUBMISSION

- Courses listed in 21 NYCRR 5201.7 do not require approval from the SIEC Board.
- The annual in-service training requirement in 21 NYCRR 5201.4 does not require public safety telecommunicators to retake the full introductory course every year.
- Pre-approved training is available through APCO, NECI, PowerPhone, IAED via their website (either free, or with a paid subscription).
- Courses not listed in 21 NYCRR 5201.7, including in-house courses for entry-level or annual in-service training, must be approved by the SIEC board.
- Approved training programs may be used by any PSAP without additional application to or approval from the SIEC board.
- If your agency is requesting approval of an annual in-service training program not listed in 21 NYCRR 5201.7, please explain compliance by completing the sections on the form.

# ANNUAL IN-SERVICE TRAINING PROGRAM

- Question 1:
  - From the dropdown, please select the jurisdiction that is applying for approval.
  - If not a county, please add name in "Other" box.
- Question 2:
  - Click “Yes” stating that you will upload the request on authority letterhead.
    - Request for approval written on authority letterhead:
      - Confirm that your agency is designated to receive and answer emergency calls from wireless telephone service providers, including calls received by means of rerouting.
- Question 3:
  - Click “Yes” if your agency receives and answers emergency calls from wireless telephone service providers, including calls received by means of rerouting.

# ANNUAL IN-SERVICE TRAINING PROGRAM

- Question 4:
  - Identify which portion of your annual in-service training program submission covers each of the topics:
    - Example:
      - In the free form text box, state “The TDD/TTY devices are in the call-taking section of our program and testing is completed twice a year by having our supervisors conduct a TDD/TTY test call with each telecommunicator. After completion, the telecommunicator signs off that they have tested the TDD/TTY feature and documentation is kept in compliance with standards.”
- Question 5:
  - Certify that your annual in-service training program submission meets the minimum time duration requirements for personnel (minimum of 21 hours of annual in-service training)

# ANNUAL IN-SERVICE TRAINING PROGRAM

- Question 6:
  - This is where you can upload your letter and any attachments pertaining to the requirements in the questions above.

## QUESTIONS

If you have questions, please email  
[dhses.oiec@dhses.ny.gov](mailto:dhses.oiec@dhses.ny.gov)



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