

# Rule Changes Coming in 2025

**Regarding Education & Outreach**

Talk About It Tuesday  
December 10, 2025



# Initial Reporting

**Report new and leaving employees within 30 days of action.**

Previously, there was no specific time period to notify the Alabama 911 Board of working PSTs. This created issues with accurate data for compliance and difficulties where we received requests for reimbursement of certification fees before we had been notified that they worked there at all, and in some cases, no longer worked there.



# Compliance %

**All public safety telecommunicators must be compliant with the mandated rules.**

Previously, in an attempt to allow for an allowance for new employees and those not yet certified while the rule was new, only 60% of the PSTs needed to be compliant per PSAP. The ECD was responsible for each PSAP to be over that number. Those circumstances are no longer counted in the statistics. New employees are given a 180 day window to complete a minimum 40 hour PST course and complete reciprocity and do not count towards the agencies statistics until they are compliant.



An illustration on the left side of the slide shows a stylized orange head silhouette in profile, facing right. Inside the head, a glowing yellow lightbulb is depicted with several short yellow lines radiating from it, symbolizing an idea or insight. The background behind the head is a teal-colored semi-circle.

# Compliance Due Date

**All PSTs have 180 days from hire to reach compliance.**

Previously, the rule was 180 days to get enrolled in a certification program and an additional 180 days to complete the program, and complete the reciprocity acknowledgement. This created difficult processes that ultimately led to the 60% requirement mentioned before. This timeline is shorter, but streamlines the reporting.

The image features four decorative fountain pen nibs, one in each corner. Each nib is dark grey with a green band near the tip and a red band further down the handle. The nibs are pointing towards the center of the page.

# Additional Changes & Reminders

No longer accepting in house training as a 40hr PST course

Reciprocity moving to Alabama 911 Board Central (ABC)

CEU's need to be uploaded to ABC

In Service/In House Training Review Committee

**Effective Date**

**January 11, 2025**

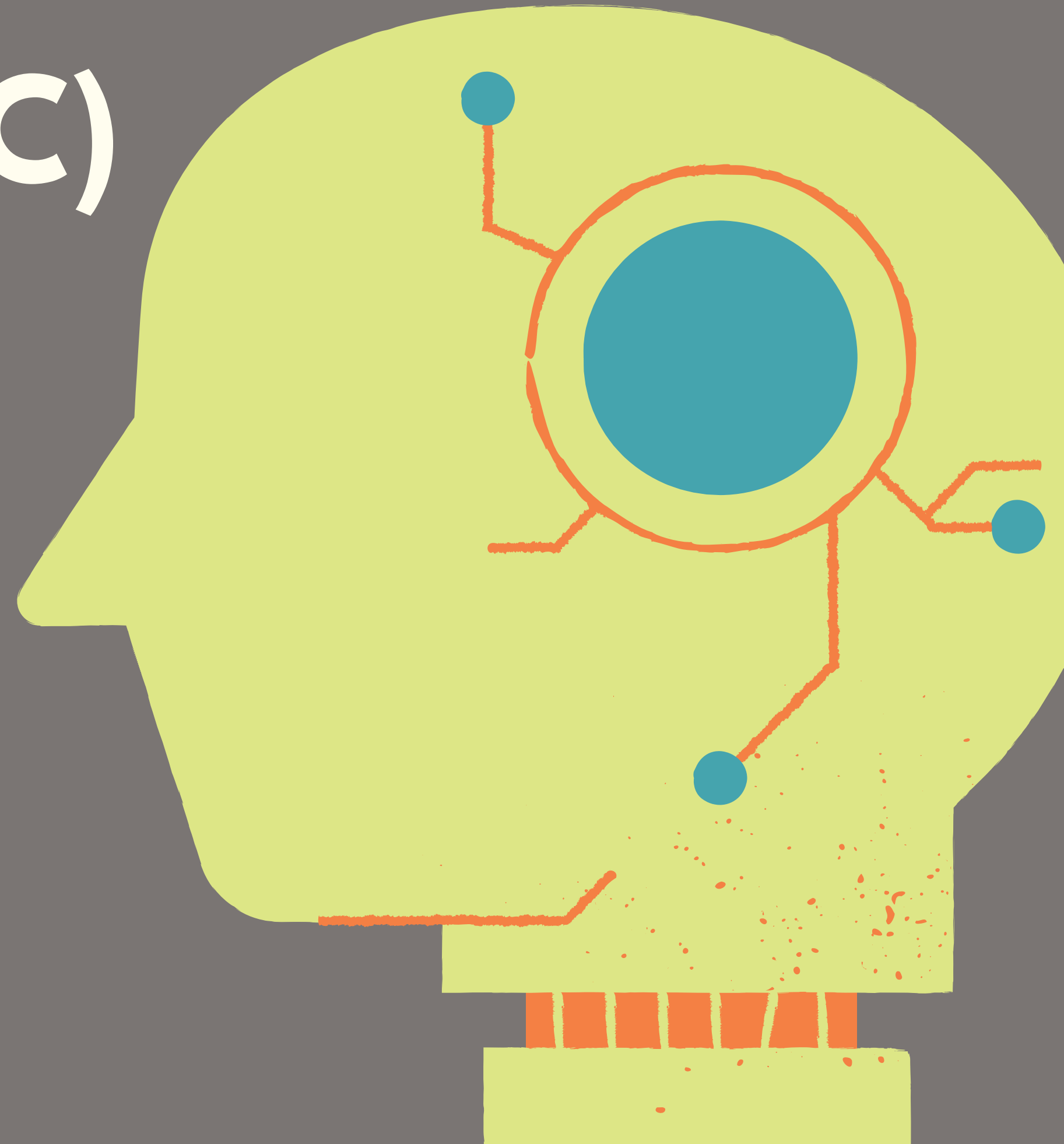


# Reciprocity (ABC)

<https://youtu.be/8MUJDr1jDcc>

Previous process required us to manually go into your Virtual Academy portal and assign the course. We would set it to be open on the day we reviewed the PST certificate and to close within 30-ish days.

New process automatically is opened based on the status of the PST. Anyone who is listed as PST Certified is able to complete the Reciprocity Acknowledgement. This means if you notice someone hasn't completed it, you can handle it entirely in your office without waiting on us to assign something.



# Questions?

Email us at

[education@al911board.com](mailto:education@al911board.com)





# IAED ETC Course

January 13-17, 2025

Alabama 911 Board Office  
1 Commerce Street, Suite 620  
Montgomery, AL 36104

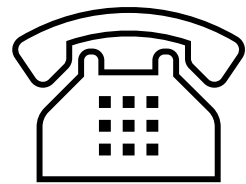
**Registration is open now!**

# ALABAMA 9-1-1 BOARD USER C NFERENCE

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# FY24 Legacy 9-1-1 Cost Reimbursement Deadline is



**Today**



<https://www.al911board.com/professionals/e cd-legacy-9-1-1-costs-reimbursement>