

**TITLE 10 PUBLIC SAFETY AND LAW ENFORCEMENT**  
**CHAPTER 29 LAW ENFORCEMENT ACADEMY**  
**PART 10 PUBLIC SAFETY TELECOMMUNICATOR [~~MINIMUM STANDARDS OF TRAINING~~]**

**10.29.10.1 ISSUING AGENCY:** New Mexico Law Enforcement Academy - [~~Training and Recruiting Division,~~] Department of Public Safety, 4491 Cerrillos Road, Santa Fe, New Mexico [~~87505~~] 87507.  
[10-1-97; 10.29.10.1 NMAC - Rn, 10 NMAC 29.10.1, 7/1/01]

**10.29.10.2 SCOPE:** All applicants [~~for certification as a public safety telecommunicator~~] and certified telecommunicators under the Public Safety Telecommunicator Training Act [~~The provisions of the Public Safety Telecommunicator Training Act do not apply to the emergency medical dispatchers certified or licensed by the New Mexico department of health pursuant to the EMS Act, Section 24-10B-4.F., NMSA 1978 when only dispatching emergency medical services.~~].  
[10-1-97; 10.29.10.2 NMAC - Rn, 10 NMAC 29.10.2, 7/1/01; A, 01/01/04]

**10.29.10.3 STATUTORY AUTHORITY:** Section [~~29-7A-4~~] 29-7C-1 to [~~29-7A-7~~] 29-7C-9 NMSA 1978.  
[10-1-97; 10.29.10.3 NMAC - Rn, 10 NMAC 29.10.3, 7/1/01]

**10.29.10.4 DURATION:** Permanent.  
[10-1-97; 10.29.10.4 NMAC - Rn, 10 NMAC 29.10.4, 7/1/01]

**10.29.10.5 EFFECTIVE DATE:** October 1, 1997  
[10-1-97; 10.29.10.5 NMAC - Rn, 10 NMAC 29.10.5, 7/1/01]

**10.29.10.6 OBJECTIVE:** The purpose of Part 10 is to establish the minimum standards of training for [~~police radio dispatchers training programs~~] public safety telecommunicators.  
[10-1-97; 10.29.10.6 NMAC - Rn, 10 NMAC 29.10.6, 7/1/01]

**10.29.10.7 DEFINITIONS:** [~~Reserved~~]

**A.** "Absence" means a break in employment with a public safety agency as a full time certified public safety telecommunicator.

**B.** "Academy" means the New Mexico law enforcement academy.

**C.** "Board" means the New Mexico law enforcement academy board.

**D.** "Certified" means meeting the training standards established by statute and rules as determined by the New Mexico law enforcement academy board, and fulfilling any in-service training requirements as set forth by the New Mexico law enforcement academy board.

**E.** "Decertified" means the removal of certification from an individual for failure to comply with the public safety telecommunicator training act and the rules set forth by the New Mexico law enforcement academy board.

**F.** "Director" means the director of the New Mexico law enforcement academy.

**G.** "FEMA" means federal emergency management agency.

**H.** "ICS" means incident command system.

**I.** "Public safety agency" means a unit of state or local government, a special purpose district or a private business that provides police, firefighting or emergency medical services.

**J.** "Telecommunicator" means an employee or volunteer of a public safety agency who:  
(1) receives calls or dispatches the appropriate personnel or equipment in response to calls for police, fire or medical services; and  
(2) makes decisions affecting the life, health or welfare of the public or public safety agency employees.

**K.** "Separation" means a break in employment with a public safety agency as a full time certified public safety telecommunicator after being employed for a minimum period of five years and having left the public safety agency in good standing.

**10.29.10.8 [~~MINIMUM STANDARDS: PUBLIC SAFETY TELECOMMUNICATORS, EMERGENCY COMMUNICATORS AND TELECOMMUNICATOR TRAINING~~] PUBLIC SAFETY TELECOMMUNICATOR MINIMUM STANDARDS OF TRAINING:** The public safety telecommunicator

(PST) certification course is a ~~[total]~~ minimum of ~~[432]~~ 130 hours of training in ~~[42-units]~~ eight blocks of instruction. There will be ~~[up to a total of]~~ 12 ~~[pre-academy]~~ prerequisite distance learning ~~[applied]~~ training hours an applicant must complete prior to ~~[the]~~ attendance ~~[of]~~ at the [PST] public safety telecommunicator academy, for a ~~[total]~~ minimum of ~~[420]~~ 118 contact training hours during the course.

A. ~~[Unit 1: Introduction to New Mexico telecommunications two and one-half total unit hours]~~  
**Block 1: Academy prerequisites; 12 total block hours** - ~~[This unit of instruction will identify the core state requirements for public safety telecommunicator certification in New Mexico and provide the background or principles of being a professional telecommunicator in New Mexico.]~~ This block of instruction must be completed prior to the start of the academy and will establish a foundation for the critical incident management (CIM) and interdisciplinary incident command system (ICS) curriculum as outlined below.

- ~~(1) — New Mexico NMAC requirements for public safety telecommunicator; one hour;~~
- ~~(2) — History of emergency communications; one-half hour;~~
- ~~(3) — Professionalization of public safety telecommunicators; one-half hour; and~~
- ~~(4) — Survive & thrive in the public safety telecommunications profession; one-half hour.]~~
- (1) FEMA ICS 100.B: Introduction to incident command system - three hours;
- (2) FEMA ICS 200.B: Incident command system for single resource and initial action

incident - three hours;

- (3) FEMA ICS 700.A: National incident management system, an introduction - three hours;

and

- (4) FEMA ICS 800.B: National response framework, an introduction - three hours.

B. ~~[Unit 2: Call receiving; 14 total unit hours]~~ **Block 2: Academy administration; 30 total block hours** - ~~[This unit of instruction will provide the student with an understanding of the elements of effective interpersonal communication and effective call handling communications.]~~ This block of instruction is for the administration of the basic public safety telecommunicator academy training program. This includes examinations and reviews, practical exercise, discretionary training time and graduation. The subjects include:

- ~~(1) — Emergency link; one-half hour;~~
- ~~(2) — Courtesy purposefully; one-half hour;~~
- ~~(3) — Handling Emotions; one-half hour;~~
- ~~(4) — Call taking basics; four hours;~~
- ~~(5) — How to assess calls; two hours;~~
- ~~(6) — Introduction to call types; one hour;~~
- ~~(7) — Writing a narrative and common abbreviations; one hour;~~
- ~~(8) — Speed writing skills development; three hours;~~
- ~~(9) — Updating a call; one-half hour;~~
- ~~(10) — Canceling a call; one-half hour;~~
- ~~(11) — Confidentiality; one-half hour;~~
- ~~(12) — Making promises to callers; one-half hour;~~
- ~~(13) — Keeping the callers on the line; one-half hour;~~
- ~~(14) — 911 hang up; one-half hour;~~
- ~~(15) — TDD/TTY communications with the hearing impaired; two hours;~~
- ~~(16) — Safety and situational awareness in call taking; one hour;~~
- ~~(17) — Worst case scenarios; one hour; and~~
- ~~(18) — Computer aided dispatch overview; one hour.]~~

(1) orientation

(2) administrative time

(3) four block examinations;

- (a) basic public safety telecommunicator skills;
- (b) block legal and crisis intervention/management;
- (c) national crime information center (NCIC); and
- (d) fire/medical and critical incident management.

(4) three practical exercises; and

- (a) critical incident management;
- (b) crisis intervention and management; and
- (c) radio practices and procedures

(5) New Mexico public safety telecommunicator certification examination

C. [Unit 3: Enhanced 911 systems; two total unit hours] **Block 3: Basic public safety telecommunicator skills** - 40 total block hours - [This unit of instruction will provide an overview of the enhanced 911 (E911) system history to date and terminology used in the public safety profession, wireless/VoIP 911, public marketing and education.] This block of instruction will provide the student with a basic understanding of the public safety telecommunications field, common procedures for call processing, applicable technology, and liability.

- (1) Enhanced 911 history and terminology; one total hour;
- (2) Wireless/VoIP; one half total hours; and
- (3) Public marketing and education; one half total hours.]
- (1) introduction to your new career;
- (2) interpersonal communications;
- (3) telephone communications techniques: call processing;
- (4) telephony, traditional technology;
- (5) next generation 9-1-1;
- (6) telephony: teletypewriter (TTY);
- (7) telematics and collision notification systems;
- (8) computer-aided dispatch (CAD) and related technologies;
- (9) radio communications techniques;
- (10) radio technology;
- (11) call classification;
- (12) national incident management system (NIMS) incident command system;
- (13) liability issues; and
- (14) preparing for your new career

D. [Unit 4: Principles of the law as a public safety telecommunicator; 15.5 total unit hours] **Block 4: Law** - 13 total block hours - [This unit of instruction will provide a basic understanding of the criminal justice systems at the municipal, county, state and federal levels and the telecommunicators role and responsibilities in the criminal justice system. This unit will also provide an overview of criminal offenses.] This block of instruction will provide a basic understanding of the criminal justice systems at the municipal, county, state and federal levels and the telecommunicator's role and responsibilities in the criminal justice system. This block will also provide an overview of criminal offenses.

- (1) Federal, state, municipal and county law enforcement agencies overview; one and one-half hour;
- (2) The roll of the telecommunicator in the criminal justice system; one half hour;
- (3) What is a crime; one half hour;
- (4) Violent crimes; five hours;
- (5) Property crimes; three and one half hours;
- (6) Crime and punishment defined; one hour;
- (7) Miscellaneous crimes; one hour;
- (8) Traffic related crimes; one hour; and
- (9) Units 1 through 4 academic testing and post test review; one and one half hours.]
- (1) New Mexico administrative code (NMAC) requirements for public safety

telecommunicators:

- (2) introduction to the criminal justice system;
- (3) criminal and traffic related offenses;
- (4) laws of arrest;
- (5) civil law and liability; and
- (6) courtroom testimony

E. [Unit 4A: Critical incident management (CIM) and interdisciplinary incident command system (ICS); 19 total unit hours] **Block 5: Crisis intervention/management** - eight total block hours - [This unit will cover CIM awareness and interdisciplinary ICS levels 100, 200 and 700, to include practical application in participating in CIM scenarios utilizing model simulator boards and critical incident stress debriefings.] This block of instruction will provide the telecommunicator with a core understanding of interactions with individuals with mental impairments and crisis management.

- (1) CIM awareness; four hours;
- (2) ICS 100, 200 and 700; eight hours;
- (3) Hazardous materials awareness; two hours;
- (4) CIM and ICS scenarios utilizing model simulator boards; four hours; and

- ~~(5) Critical incident stress debriefing; one hour.]~~
- ~~(1) people in crisis to include:
 
  - ~~(a) mental illness;~~
  - ~~(b) developmental disability;~~
  - ~~(c) posttraumatic stress disorder;~~
  - ~~(d) dual diagnosis;~~
  - ~~(e) autism;~~
  - ~~(f) youth in crisis;~~
  - ~~(g) traumatic brain injury; and~~
  - ~~(h) excited delirium~~~~
- ~~(2) identifying a crisis;~~
- ~~(3) crisis bill of rights;~~
- ~~(4) crisis listening;~~
- ~~(5) behavior and crisis management;~~
- ~~(6) suicide awareness;~~
- ~~(7) barricaded subjects;~~
- ~~(8) hostage situations;~~
- ~~(9) kidnapping; and~~
- ~~(10) domestic violence~~

**F. ~~[Unit 4B: High performance team police radio communications; 22.5 total unit hours] Block 6: National crime information center (NCIC) operations~~ - eight total block hours - ~~[This unit of instruction will expand the students' knowledge of police communications as it narrows down the information gathered to specific law enforcement operations, and basic national crime information center (NCIC) operations to include the code of federal regulations 28 (CFR 28) and practical competencies of the 19 NCIC forms and their data requirements. This unit of instruction will provide the student with a basic understanding of the national crime information center (NCIC) system]~~ This block of instruction will provide the student with a basic understanding of the national crime information center (NCIC) system.**

- ~~(1) Determining who to send; one half hour;~~
- ~~(2) On view calls; one half hour;~~
- ~~(3) Police beats; one half hour;~~
- ~~(4) Dispatching the call and officer safety; four hours;~~
- ~~(5) Police communications methods and techniques; 1 hour; and~~
- ~~(6) Law enforcement information and NCIC systems; 16 hours (eight hours in scenarios).]~~
- ~~(1) 21 NCIC files
 
  - ~~(a) stolen articles;~~
  - ~~(b) boats;~~
  - ~~(c) guns;~~
  - ~~(d) license plates;~~
  - ~~(e) parts;~~
  - ~~(f) securities;~~
  - ~~(g) vehicles;~~
  - ~~(h) supervised release;~~
  - ~~(i) national sex offender registry;~~
  - ~~(j) foreign fugitive;~~
  - ~~(k) immigration violator;~~
  - ~~(l) missing person;~~
  - ~~(m) protection order;~~
  - ~~(n) unidentified person;~~
  - ~~(o) protective interest;~~
  - ~~(p) gang;~~
  - ~~(q) known or appropriately suspected terrorist;~~
  - ~~(r) wanted person;~~
  - ~~(s) identity theft;~~
  - ~~(t) violent person; and~~
  - ~~(u) national instant criminal background check system (NICS) denied transaction~~~~
- ~~(2) federal regulations~~

**G. [Unit 5: High performance team fire communications; eight and one half total unit hours]**  
**Block 7: Fire and medical communications - 10 total block hours** [This unit of instruction will provide an overview of fire, fire suppression theories, safety and dispatching, fire apparatus and common fire operations terminology.] This block of instruction will provide a basic overview of fire and medical communications to include: common terminology, apparatus and equipment, and general protocols.

- (1) Fire facts; one half hour;
- (2) Structural fire suppression; two hours;
- (3) Wildfire suppression, jurisdictions and zones; two hours;
- (4) Fire fighter safety; one half hour;
- (5) Fire call taking; one and one half hour;
- (6) Fire radio; one hour; and
- (7) Fire apparatus and terminology; one hour.]
- (1) fire and emergency medical services (EMS) terminology
- (2) jurisdictional limitations and allowances
- (3) fire and EMS call taking and additional considerations
- (4) health insurance portability and accountability act (HIPAA)
- (5) radio communications
  - (a) dispatch;
  - (b) arrival;
  - (c) structural fire;
  - (d) wildland fire; and
  - (e) apparatus
- (6) personnel safety
- (7) liability
- (8) restrictions
  - (a) New Mexico medical board; and
  - (b) separate licensing requirements for emergency medical dispatchers

**H. [Unit 6: High performance team medical communications; nine total unit hours]****Block 8: Critical incident management (CIM) and interdisciplinary incident command system (ICS) - Nine total block hours** - [This unit of instruction will provide an overview of emergency medical dispatch, medical and trauma signs and symptoms, safety and dispatching to include EMS apparatus and common terminology.] This block will cover CIM awareness and the interdisciplinary incident command system.

- (1) Emergency medical services (EMS) overview; one hour;
- (2) EMS personnel safety; one half hour;
- (3) Medical and trauma signs and symptoms overview; two hours;
- (4) EMS call taking; two and one half hours;
- (5) EMS radio; one hour
- (6) EMS apparatus and terminology; one half hour; and
- (7) Units 4A through 6 academic testing and post test review; one and one half hours.
- (1) CIM awareness
- (2) hazardous materials awareness
- (3) critical incident stress debriefing

**I. [Unit 7: Emergency radio, life line to responders; four and one half total unit hours** -This unit of instruction will provide information on the use of broadcast radio as a link to front line responders, including FCC requirements.

- (1) Radio basics; one hour;
- (2) Enhanced development of radio techniques; one half hour;
- (3) Time saving techniques; one half hour;
- (4) Multiple casualty incidents; one half hour;
- (5) Radio dispatch voice; one and one half hours; and
- (6) FCC requirements and violations; one half hour.

**J. [Unit 8: Accountability, responsibility and liability for telecommunicators; five total unit hours** -This unit of instruction will provide an overview of civil litigation/liability, telecommunicator accountability and responsibilities, the need for continuous quality assurance and evaluations, the requirements to comply with organizational policies and the known areas of high risk as a telecommunicator.

- (1) Facts and reality of law suits; one half hour;

- (2) — Accountability and responsibility; one hour;
- (3) — The need for quality assurance evaluations; one and one-half hour; and
- (4) — The need for local organizational policies and procedure and their compliance; one hour.

**K. — Unit 9: Crisis intervention – dangerous opportunity;** seven total units hours — This unit of instruction will provide a telecommunicator with a core understanding on interacting with individuals with mental impairments or who may be or are in crisis. This unit of instruction while not statutorily required at this time will also comply with the lecture topics contained in 29-7e-7 NMSA 1978.

(1) — People in crisis to include; mental illness, developmental disability, posttraumatic stress disorder, dual diagnosis, autism, youth in crisis, traumatic brain injury and excited delirium; three and one-half hours;

- (2) — Understand crisis situations; one hour;
- (3) — Identifying a crisis; one-half hour;
- (4) — Maintaining balance; one-half hour;
- (5) — Crisis bill of rights; one-half hour; and
- (6) — Rules for crisis listening; one hour.

**L. — Unit 10: 911 stress management for wellness;** three and one-half total unit hours — This unit of instruction will focus on the mental, emotional and physical wellness or readiness of the telecommunicator.

- (1) — Toxic stress in emergency communications; one-half hour;
- (2) — Critical incident stress; one-half hour;
- (3) — Victimization and stress; one-half hour;
- (4) — Physical wellness; one-half hour; and
- (5) — Units 7 through 10 academic testing and post test review; one and one-half hours.

**M. — Unit 11: Practical application of core abilities;** eight total unit hours — This unit of instruction will provide an opportunity for a telecommunicator to participate in realistic scenarios using dispatch simulators to handle call taking, radio traffic and computer aided dispatch programs or manual call logs and NCIC traffic. Scripted scenarios encompassing the listed telecommunicator's customer base will be utilized throughout the PST academy to apply theoretical knowledge in realistic scenarios. The telecommunicator will receive progressive practical training in and demonstrate the ability to correctly and effectively handle law enforcement, EMS, fire/rescue, emergency managers, elected officials, public works/utilities, animal control and other stake holders, in radio traffic and phone calls while maintaining appropriate documentation and professionalism.

**N. — Unit 12: PST academy administrative time;** five total unit hours — This unit of instruction will include introductions, student handbook overview, academy expectations overview, administering the public safety telecommunicator certification examination and graduation ceremonies.]

[5-24-81...3-16-95; 10-1-97; 10.29.10.8 NMAC - Rn & A, 10 NMAC 29.9.10.8, 7/1/01; A, 01/01/04; A, 3/2/12]

**10.29.10.9 STUDENT HANDBOOK, PROCEDURES, AND REGULATIONS:** Due to the need to insure that students attending the [New Mexico law enforcement] academy comply with rules and regulations, the director [of the New Mexico law enforcement academy] is hereby instructed to prepare a handbook covering student rules and regulations, policies and procedures. Such handbook shall be updated as necessary and when applicable, changes shall be reported to the New Mexico law enforcement academy board at their next regularly scheduled meeting.

[6-1-99; 10.29.10.9 NMAC - Rn, 10 NMAC 29.10.9, 7/1/01; 10.29.10.9 NMAC - N, 01/01/04]

#### **10.29.10.10 PUBLIC SAFETY TELECOMMUNICATOR REGISTRY REPORTING AND APPLICATIONS FOR ADMISSION/CERTIFICATION**

##### **A. Reporting requirements**

(1) Employment, termination, resignation, or upon receipt of notice of conviction of any felony charge or violation of any federal or state law or local ordinance relating to aggravated assault, theft, driving while intoxicated, controlled substances or other crime involving moral turpitude of all [telecommunicator] public safety telecommunicators in the state of New Mexico must be reported to the [department of public safety training and recruiting division] academy within 30 days of such action.

(2) Required reporting forms shall be established by the director [of the department of public safety training and recruiting division].

(3) All public safety agencies who do not comply with the requirement of submitting to the [department of public safety training and recruiting division] academy status reports on their employees will not be eligible for training funds or attendance at basic [and/or] or in-service/advanced training classes until the registry is

made current. Repeated failures to maintain the registry shall result in a period of suspension of training eligibility to be set by the director [~~of the department of public safety training and recruiting division~~].

**B. Application requirements**

(1) An applicant for training or for certification, or [~~his/her department~~] their agency, must submit the initial application for admission/certification and all necessary paperwork within 30 days of the initial hire date [~~for said applicant~~].

(2) Non-compliance with the 30 day application requirement will result in assignment to an academy class after completion of all other requirements herein on a space available basis only -- no special consideration will be given to the applicant, and the applicant must [~~have his/her appointment suspended if he/she exceeds~~] complete their application and initial certification requirements within one year from initial hire date.

(3) No applicant shall be admitted to the [~~department of public safety training and recruiting division~~] academy after one year of initial hire date unless the applicant and [~~his~~]the applicant's chief, sheriff, or agency head certify:

(a) that [~~he/she~~] the applicant was [~~suspended~~]removed from duty as a telecommunicator; and

(b) that the [~~department~~]agency will reinstate the telecommunicator based upon [~~his/her~~] the applicant's successful completion of the basic public safety telecommunicator training course and certification by the [~~New Mexico law enforcement academy~~]board.

(4) The [~~department of public safety training and recruiting division~~] academy shall be notified of any change in the medical or psychological condition of an applicant prior to [~~his/her~~] the applicant's admission or certification.

(5) Applicants who falsify any information on their application for admission or certification will not be considered for admission or certification.

[10.29.10.10 NMAC - N, 01/01/04]

**10.29.10.11 FINGERPRINT CLEARANCE FOR ADMISSION/CERTIFICATION** - Due to the fact that the [~~department of public safety training and recruiting division~~] academy is not recognized by federal regulations as a duly authorized law enforcement agency and therefore cannot be issued an originating agency identification "ORI" to send or receive fingerprint clearances through the federal bureau of investigation, the previous procedures established by the law enforcement academy are repealed and are replaced by the following procedures:

**A.** All New Mexico public safety telecommunicator applicants for certification must receive a fingerprint clearance from the department of public safety technical and emergency support division and the federal bureau of investigation. No telecommunicator applying for telecommunicator certification is allowed to receive an original appointment on a permanent basis in New Mexico if the telecommunicator has been convicted of or pled guilty to or entered a plea of nolo contendere to any felony charge or, within the three-year period immediately preceding their application, to any violation of any federal or state law or local ordinance relating to aggravated assault, theft, driving while intoxicated, controlled substances or other crime involving moral turpitude and have not been released or discharged under dishonorable conditions from any of the armed forces of the United States, Section 29-7C-3 NMSA 1978.

**B.** One set (two cards) of telecommunicator applicant fingerprint cards will be thoroughly completed by the hiring public safety agency and forwarded to the department of public safety technical and emergency support division. The department of public safety technical and emergency support division will use one fingerprint card for a records check with their agency and will forward the card back to the hiring agency and will forward the second completed card to the federal bureau of investigation identification section for a records check. The department of public safety technical and emergency support division will not log in the fingerprint cards received from the various law enforcement agencies and will not accept inquiries on the status of the fingerprint clearance either for department of public safety technical and emergency support division or the federal bureau of investigation. Department of public safety technical and emergency support division will forward applicant fingerprint requests to the federal bureau of investigation within three days upon receipt of the cards. Incomplete fingerprint cards or cards not properly completed will be returned by the department of public safety technical and emergency support division to the requesting agency.

**C.** All fingerprint clearances will be forwarded from department of public safety technical and emergency support division and the federal bureau of investigation back to the initiating agency. If the "ORI" label on the fingerprint card is different than that of the hiring agency, the hiring agency requesting the clearance must print their agency's address below the address located on the fingerprint card.

**D.** Upon receipt of clearance from both the department of public safety technical and emergency support division and the federal bureau of investigation, "no record", the hiring agency will be required to complete NMLEA Form LEA-5, certified by the department head's signature, and forward this form to the ~~[department of public safety training and recruiting division]~~ academy stating that the telecommunicator is in compliance with Section 29-7C-3 NMSA 1978.

**E.** Upon receipt of information from the department of public safety technical and emergency support division and the federal bureau of investigation that the applicant for certification has a criminal conviction for a felony crime or crime involving moral turpitude, it will be the agency's responsibility to terminate the telecommunicator. If there is not adequate information, i.e., no disposition, listed on the "rap sheet" it is the agency's responsibility to determine the disposition of the case prior to requesting certification of the telecommunicator and certifying that the telecommunicator has no record of arrest under the provisions of the Public Safety Telecommunicator Training Act. In situations in which the agency is unable to determine the disposition of an arrest/conviction, the agency should consult the attorney general's office for assistance. For guidance in determining whether misdemeanor convictions are crimes specifically involving moral turpitude, departments should request the assistance of the attorney general's office.

**F.** No telecommunicator may be certified through the ~~[department of public safety training and recruiting division]~~ academy who has been convicted of or pled guilty to or entered a plea of nolo contendere to any federal or state law or local ordinance relating to aggravated assault, theft, driving while intoxicated, controlled substances or other crime involving moral turpitude and have not been released or discharged under ~~[any other than an honorable discharge]~~ dishonorable conditions from any of the armed forces of the United States. Any department head certifying that an officer has "no arrest" for the above and information to the contrary is received by the ~~[department of public safety training and recruiting division]~~ academy or the attorney general's office, decertification procedures will be immediately initiated and the public safety agency's chief/sheriff or department head notified as well as the attorney general's office and the ~~[New Mexico law enforcement academy]~~ board.  
[10.29.10.12 NMAC - N, 01/01/04]

#### **10.29.10.12 TEMPORARY AND/OR EMERGENCY CERTIFICATION**

##### **A. Procedure**

(1) The director may, ~~[in his/her]~~ at his discretion, grant a temporary certification in order to avoid hardships or prevent conflicts within a department arising solely from technical non-compliance with academy board rules.

(2) Said temporary certificate shall be granted only for good cause, proved to the satisfaction of the director, and shall be granted only to persons who have met the minimum standards of training prescribed by the board as well as all other state requirements.

(3) Grounds for granting such temporary certification shall include, but not be limited to the following: a person qualifying for certification by waiver during a period between board meetings.

(4) A temporary certification must be approved and made permanent no later than the next scheduled board meeting.

(5) In the event said certification is not approved and made permanent by the board, the certification shall expire and be of no further force or effect whatsoever.

##### **B. [Reserved]**

[10.29.10.12 NMAC - N, 01/01/04]

#### **~~[10.29.10.14]~~10.29.10.13 PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION EXAMINATION; TIME LIMITATIONS**

**A.** Students who successfully complete a New Mexico law enforcement academy public safety telecommunicator training program will be allowed to take the public safety telecommunicator certification examination. Only those students who have successfully completed all requirements under the minimum standards of training, as determined by the director ~~[of the department of public safety training and recruiting division]~~, will be administered the public safety telecommunicator certification examination.

**B.** Students will be allowed two opportunities in which to pass the public safety telecommunicator certification examination within one year from the date of completion of a New Mexico law enforcement academy public safety telecommunicator training program. Students who fail the test two times will be required to re-enroll and successfully complete the ~~[New Mexico law enforcement]~~ academy's public safety telecommunicator training program. Students will not be allowed to attend a regional/satellite program.



C. Students who achieve a passing score on the public safety telecommunicator certification examination will be allowed one year from the date of the test in which to be eligible for certification. Certification can be granted only when the eligible student is hired by a recognized New Mexico ~~[law enforcement]~~ public safety agency in a telecommunicator position.

~~[D.] If a student secures a public safety telecommunicator position between one and three years from the date of successful completion of the public safety telecommunicator certification examination, the student will be required to apply for certification by waiver of previous training. This determination is conducted by the [department of public safety training and recruiting division staff, and approved by the director.]~~

~~[E]D.~~ If a student secures a public safety telecommunicator position after ~~[three]~~two years from the completion of the public safety telecommunicator certification examination, they will be required to attend and successfully complete another public safety telecommunicator training program certified by the ~~[New Mexico law enforcement academy]~~board.

~~[F]E.~~ Students who have successfully completed a New Mexico law enforcement academy public safety telecommunicator training program and passed the public safety telecommunicator certification examination will be provided a letter from the director ~~[of the department of public safety training and recruiting division]~~ attesting to the student's eligibility for certification as a public safety telecommunicator in New Mexico.

~~[G]E.~~ When all paperwork is completed to the satisfaction of the director ~~[of the department of public safety training and recruiting division]~~ for any student requesting certification by successful completion of a New Mexico law enforcement academy public safety telecommunicator program, or any other previous comparable training, the request will be submitted to the ~~[New Mexico law enforcement academy]~~ board for final approval and award of certification under Section 29-7C-1 et. al. NMSA 1978.

[10.29.10.14 NMAC - Rn & A, 10.29.10.9 NMAC, 01/01/04]

#### ~~[10.29.10.13]~~10.29.10.14 RENEWAL OF CERTIFICATION AFTER ABSENCE

##### A. Break in telecommunicator employment

(1) In the event a certified telecommunicator in the state of New Mexico leaves his position for any reason and is not employed as a full-time telecommunicator for a period of more than two years, but less than four years, such telecommunicator will be considered to be decertified, and will be required to meet all current certification requirements of the ~~[New Mexico law enforcement]~~ academy and successfully complete the certification by waiver of previous training program conducted by the ~~[New Mexico law enforcement]~~ academy.

(2) In the event a certified telecommunicator in the state of New Mexico leaves ~~[his/her]~~ their position for any reason and is not employed as a full-time telecommunicator for a period in excess of four years, such telecommunicator will be considered to be decertified and will be required to meet all current certification requirements and successfully complete the basic public safety telecommunicator training program.

(3) Those persons who hold a valid New Mexico public safety telecommunicator certification and are employed in an administrative capacity as a full-time telecommunicator educator or trainer shall not be deemed to have left their position ~~[in law enforcement]~~ as a telecommunicator and shall not be required to reapply for certification as specified herein.

(4) The director ~~[of the New Mexico law enforcement academy]~~ shall have the authority to determine those positions as administrators or trainers that meet the requirements of ~~[Paragraph 3 of Subsection A of 10.29.10.12]~~ 10.29.10 NMAC above.

B. Minimum allowable employment for a break in service - ~~[An]~~A telecommunicator must show proof of having worked a minimum of six consecutive months during a break in service of two or less years as a full-time telecommunicator for a recognized public safety agency of this or another state to retain their certification. [10.29.10.13 NMAC - N, 01/01/04]

#### 10.29.10.15 CONTINUATION OF CERTIFICATION AFTER SEPARATION

A. **Eligibility:** In the event a New Mexico certified telecommunicator, with five years or more of certified telecommunicator employment, leaves ~~[his/her]~~ their position in good standing~~[- he/she]~~, the telecommunicator will be eligible to continue ~~[his]~~their New Mexico certification status provided ~~[he/she]~~ the telecommunicator complies with the procedures outlined below.

##### B. Procedure:

(1) Every eligible telecommunicator separating from ~~[commissioned law enforcement]~~ public safety service may continue their New Mexico certification by successfully completing each year ~~[and]~~ an approved ~~[ten]~~ 10 hour in-service training program ~~[offered]~~ approved by the academy and meeting the statutory mandate of at least two hours in academy accredited interaction with persons with mental impairments training

pursuant to Section 29-7C-7.5 NMSA 1978. This program will comply with the provisions of 10.29.7 NMAC In-Service Training Requirements.

(2) The telecommunicator must successfully complete the first approved 10 hour in-service training program within two years of separation. ~~[and then once each year during the calendar year in subsequent years]~~ Following the initial reporting period, the telecommunicator must report by January 15 of each calendar year the approved 10 hour in-service training program by use of the LEA-85B form.

(3) The requirements of ~~[10.29.10.13]~~ 10.29.10 renewal of certification after absence will apply to those telecommunicators not in compliance with the provisions of this section.  
[10.29.10.15 NMAC - N, 01/01/04]

**HISTORY OF 10.29.10 NMAC:**

**Pre-NMAC History:** The material in this part was derived from that previously filed with the State Records Center and Archives under: NMLEA Rule #29, 1981 Police Radio Dispatcher Minimum Standards Of Training, filed 4-24-81; NMLEA Rule #29, Police Radio Dispatcher Minimum Standards Of Training, filed 1-28-82; NMLEA Rule #29, Police Radio Dispatcher Minimum Standards Of Training, filed 8-14-85; Rule #29, Police Radio Dispatcher Minimum Standards Of Training, filed 9-30-85; NMLEA Rule #29, Police Radio Dispatcher Minimum Standards Of Training, filed 4-29-86; NMLEA Rule #E1, Police Radio Dispatcher Minimum Standards Of Training, filed 3-10-89; NMLEA Rule #E1, Police Radio Dispatcher Minimum Standards Of Training, filed 6-20-90; NMLEA Rule #E1, Minimum Standards: Police Radio Dispatcher, Emergency Communicators And Dispatcher Training, filed 2-16-95.

**History of Repealed Material:** [RESERVED]