
Rules of
Public Safety
Division 10—Adjutant General
Chapter 12—911 Training and Standards Act

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Title 11—DEPARTMENT OF PUBLIC SAFETY

Division 10—Adjutant General Chapter 12—911 Training and Standards Act

11 CSR 10-12.010 General Organization

PURPOSE: This rule provides for the organization, administration and methods of operation of a program of certification for telecommunicators. (The Department of Public Safety is proposing the general organization.)

(1) The objective of the Advisory Committee for 911 Service Oversight is:

(A) To improve services provided by telecommunicators.

AUTHORITY: section 650.340, RSMo Supp. 1999. Original rule filed May 16, 2000, effective Nov. 30, 2000.*

**Original authority: 650.340, RSMo 1999.*

11 CSR 10-12.020 Definitions

PURPOSE: This rule defines the terms used in the rules, which pertain to the training of telecommunicators. (The Department of Public Safety is defining definitions.)

(1) Committee refers to the advisory committee for 911 service oversight established in section 650.325, RSMo.

(2) Department refers to the Missouri Department of Public Safety.

(3) Joint Communications Center refers to a public safety answering point in which dispatches fire, law enforcement, and emergency medical service agencies.

(4) Public Safety Answering Point (PSAP) refers to the location at which 911 calls are answered initially.

(5) Telecommunicator is any person employed as an emergency telephone worker, call taker, or public safety dispatcher whose duties include receiving, processing or transmitting public safety information received through a Public Safety Answering Point.

AUTHORITY: section 650.340, RSMo Supp. 1999. Original rule filed May 16, 2000, effective Nov. 30, 2000.*

**Original authority: 650.340, RSMo 1999.*

11 CSR 10-12.030 Initial Training

PURPOSE: This rule defines the training levels and requirements for telecommunicators. (The Department of Public Safety is proposing requirements.)

(1) Telecommunicators hired after August 28, 1999, must complete the following training within 12 months of the date of employment. Training must meet the requirements indicated in 11 CSR 10-12.060.

(A) In order to act as a telecommunicator for any law enforcement agency, 16 hours of police dispatcher training or 40 hours of joint communications dispatcher training.

(B) In order to act as a telecommunicator for any fire department, 16 hours of fire dispatcher training or 40 hours of joint communications dispatcher training.

(C) In order to act as a telecommunicator for any emergency medical service, 16 hours of emergency medical dispatcher training or 40 hours of joint communications dispatcher training.

(D) In order to act as a telecommunicator for a joint communications center, 40 hours of joint communications dispatcher training.

(2) Individuals who were employed as a telecommunicator prior to August 28, 1999, are not required to complete the initial training requirements, but are encouraged to attend applicable training disciplines as feasible.

AUTHORITY: section 650.340, RSMo Supp. 1999. Original rule filed May 16, 2000, effective Nov. 30, 2000.*

**Original authority: 650.340, RSMo 1999.*

11 CSR 10-12.040 Exemptions and Waiver of Initial Training Requirement

PURPOSE: This rule defines those individuals exempt from the training requirements, delineates those circumstances where the initial training requirements may be waived and how such requests shall be handled. (The Department of Public Safety is proposing requirements for waiver.)

(1) The following individuals shall be exempted from the requirements of this rule:

(A) Telecommunicators who meet the definition of an Emergency Medical Dispatcher as defined by 190.100, RSMo;

(B) Individuals who have received training by an entity accredited or certified under section 190.131, RSMo;

(C) Individuals who provide pre-arrival medical instructions and work for an agency, which meets the requirements, set forth in 190.134, RSMo.

(2) Any persons hired after August 28, 1999, as a telecommunicator, may have the initial training requirement waived upon furnishing proof to the committee that they have completed a training course in another state that meets the minimum requirements listed in 11 CSR 10-12.030.

(3) Typically, a certificate of training or college transcripts must be produced to meet the waiver requirement.

(4) If an individual received training in a single discipline and is not employed in a multi-discipline Public Safety Answering Point (PSAP) (2 disciplines) or joint communication center, they must complete the initial training requirements for the disciplines in which they are not certified.

(5) Requests for waivers from individuals who received training from organizations outside Missouri may submit certificates, transcripts or other proof of training to the Advisory Committee for 911 Service Oversight, P.O. Box 116, Jefferson City, MO 65102, for review and approval. Original documents are preferred and will be returned to the applicant.

(6) Upon completion of the review process, the committee will inform the applicant by letter of their decision.

(7) The waiver letter will suffice for proof of training by the PSAP.

AUTHORITY: section 650.340, RSMo Supp. 1999. Original rule filed May 16, 2000, effective Nov. 30, 2000.*

**Original authority: 650.340, RSMo 1999.*

11 CSR 10-12.050 Requirements for Continuing Education

PURPOSE: This rule defines the requirements for completion of continuing education and the terms for maintaining training records. (The Department of Public Safety is proposing requirements.)

(1) All telecommunicators employed in a Public Safety Answering Point (PSAP) must complete a minimum of 16 hours refresher or ongoing training every two years.



(2) Training must satisfy the requirements listed in 11 CSR 10-12.060.

(3) It is the responsibility of the PSAP to maintain training records, certificates and waivers for each telecommunicator employed. Certified copies of certificates and transcripts may be used in place of originals.

(4) It is incumbent upon the PSAP to certify telecommunicators meet the requirements.

AUTHORITY: section 650.340, RSMo Supp. 1999. Original rule filed May 16, 2000, effective Nov. 30, 2000.*

**Original authority: 650.340, RSMo 1999.*

11 CSR 10-12.060 Procedures for Certification of Training Providers

PURPOSE: This rule defines the documentation requirements and procedures for approval of a course provider of the training of telecommunicators. (The Department of Public Safety is proposing procedures for certification.)

(1) The Department of Public Safety, with the assistance and advice of the Advisory Committee for 911 Service Oversight, is the certifying agency for 911 telecommunicator training.

(2) Organizations, including Public Safety Answering Points (PSAP), which have developed telecommunicator training courses may submit the instructor’s manual, handouts, course outline and supporting material to the Department of Public Safety for review and certification. Material submitted will be maintained on file with the department and will be considered proprietary material.

(3) Upon completion of the review process, a certification letter will be mailed, indicating whether the course is acceptable and meets the training intent.

(4) Organizations that have developed courses that are denied certification will be notified in writing as to the reasons for denial. Deficiencies may be corrected and the course resubmitted for consideration.

(5) Organizations may appeal the denial of certification for any course to the Director of the Department of Public Safety, P.O. Box 749, Jefferson City, MO 65102. The director is the final adjudication authority for course certification and denial.

(6) Once a course is certified, any changes or modifications, additions and deletions must be submitted to the department for review. Only the modifications need to be forwarded for review, a completely new set of course materials is not required.

(7) Instructor certification is the responsibility of the PSAP. The Department of Public Safety will not issue certification letters for instructors.

(8) PSAPs may contact the Advisory Committee for 911 Service Oversight for general guidelines regarding instructor qualifications and training.

AUTHORITY: section 650.340, RSMo Supp. 1999. Original rule filed May 16, 2000, effective Nov. 30, 2000.*

**Original authority: 650.340, RSMo 1999.*