



## Criminal Justice Standards and Training Commission

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March 14, 2016

### CRIMINAL JUSTICE STANDARDS AND TRAINING COMMISSION TECHNICAL MEMORANDUM 2016-04

**TO:** Criminal Justice Training Center Directors  
Criminal Justice Agency Administrators

**FROM:** Director Dean Register *DR*  
Criminal Justice Professionalism Division

**SUBJECT:** Public Safety Telecommunications for Law Enforcement Officers

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In 2010, the Florida Legislature passed a bill requiring law enforcement officers with temporary duties in telecommunications to take a 232-hour training program and pass a state-administered examination by October 1, 2012. Additional legislation in 2012 provided an alternative to the training by allowing officers who fail the state examination to take a 40-hour course developed by the Criminal Justice Standards and Training Commission staff prior to retaking the exam.

The course was updated on January 28, 2016 to reflect changes made in the training program by the Department of Health and to incorporate feedback from law enforcement officers with experience in telecommunications. The updated course not only provides officers with the skills needed to process 911 calls, but also prepares them for the state examination.

The Public Safety Telecommunications for Law Enforcement Officers course remains at 40 hours. However, the course is now organized into 9 modules that include 17 hours of FDLE online training, 3 hours of FEMA online training, and 20 hours of hands-on simulation training.

Officers may access the course at the following link:

[http://www.fdle.state.fl.us/ProfessionalTraining/1195\\_Public\\_Safety\\_Telecommunications\\_for\\_LEOs/story.html](http://www.fdle.state.fl.us/ProfessionalTraining/1195_Public_Safety_Telecommunications_for_LEOs/story.html)

For technical support with completing the course, officers may contact the Bureau of Professional Development at (850) 410-7373.

DR/nj/jgh

cc: Criminal Justice Standards and Training Commission  
Surgeon General Dr. John Armstrong