



Florida Department of  
Law Enforcement

Gerald M. Bailey  
*Commissioner*

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Rick Scott, *Governor*  
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Jeff Atwater, *Chief Financial Officer*  
Adam Putnam, *Commissioner of Agriculture*

July 6, 2012

**CRIMINAL JUSTICE STANDARDS and TRAINING COMMISSION  
TECHNICAL MEMORANDUM 2012-14**

**TO:** Criminal Justice Agencies  
Criminal Justice Training Center Directors

**FROM:** Program Director Jennifer C. Pritt  
Criminal Justice Professionalism Program

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

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On March 23, 2012, Governor Rick Scott signed into law a provision that exempts law enforcement officers serving as 911 public safety telecommunicators (PST) on an occasional or limited basis from becoming PST certified through the Department of Health. Because of this provision, effective July 1, 2012, law enforcement officers serving in a temporary capacity as public safety telecommunicators will not be required to complete the 232-hour course administered through the Department of Health. However, they will be required to pass an examination administered by the Department of Health.

Should an officer fail the PST examination, he or she is required to complete a Department of Health approved course before retaking the examination. On May 10, 2012, the Criminal Justice Standards and Training Commission approved a 40-hour Public Safety Telecommunications for Law Enforcement Officers Specialized Course #1195, which meets this requirement. The course may be delivered at a local agency or training school, but must be taught by a public safety telecommunicator that has been certified through the Department of Health. In addition, Rule 11B-27.00212(9), F.A.C. requires that documentation supporting this training be attached to the Mandatory Retraining Report Form CJSTC-74 and be maintained in the officer's file. Documentation may include an outline of topics of instruction, name(s) of instructor(s), date training was completed, and number of hours completed.

The purpose of the 40-hour course is to prepare Florida certified law enforcement officers to receive and dispatch 911 calls. The course was developed using a comparative analysis of the 232-hour Public Safety Telecommunicator Program and the 770-hour Florida CMS Law Enforcement Basic Recruit Training Program. Lessons 1, 3, 4, and 5.2, are intended for online instruction or may be taught in the classroom. This training is available online at: [http://www.fdle.state.fl.us/Content/getdoc/ae4b3997-9f8f-4571-8acd-e4d00cdf8d2d/911-Page-\(2\).aspx](http://www.fdle.state.fl.us/Content/getdoc/ae4b3997-9f8f-4571-8acd-e4d00cdf8d2d/911-Page-(2).aspx). Students will receive 17 hours credit for completing this part of the training. Students are also required to complete the NIMS course IS200.b that is offered by FEMA. The NIMS course is offered online or may be taught in the classroom and may be accessed: <http://training.fema.gov/emiweb/is/is200b.asp>. Students will receive three hours credit for completing this part of the training. Lesson 2 is dedicated to 20 hours of hands-on training in a telecommunications center or simulated setting. The training school or agency sponsoring the training will be responsible for documenting completion of all required classroom and online instruction as described above.

**Technical Memorandum 2012-14**

Public Safety Telecommunications Training  
for Law Enforcement Officers

July 6, 2012

Page 2

The Public Safety Telecommunications for Law Enforcement Officers Course Guide is available through ATMS. For all other materials or questions associated with public safety telecommunicator training, certification, or examination you should access the Department of Health's website at the following address: <http://www.doh.state.fl.us/DEMO/EMS/911PST.html>.

Should you have any questions regarding the 40-hour course, please feel free to contact Bureau Chief Dwight Floyd in the Bureau of Training at (850) 410-8675 or [dwightfloyd@fdle.state.fl.us](mailto:dwrightfloyd@fdle.state.fl.us).

JCP/DAF/djh

Cc: Criminal Justice Standards and Training Commission Members  
Executive Director Amy Mercer  
Director Steve Casey  
Dr. John H. Armstrong