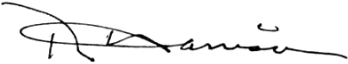


TEXARKANA POLICE DEPARTMENT GENERAL ORDERS MANUAL

SUBJECT	Telecommunicator Training		
NUMBER	1109.10	EFFECTIVE DATE	July 20, 2017
Scheduled Review Date	August 30, 2018	ISSUE DATE	July 20, 2017
Date Reviewed	July 20, 2017	REVISION DATE	July 20, 2017
APPROVED BY		ALEAP Standards	3.17; 9.10; 13.17

I. Purpose and Scope

- A. The purpose of this policy is to require the proper training of telecommunicators and to require the proper documentation of the related training.

II. Discussion

- A. The Texarkana, Arkansas Police Department—in conjunction with the Texarkana, Texas Police Department as well as the Bowie County Sheriff’s Department—collectively operate the Bi State Justice Central Records and Communications Section (hereafter referred to as CRC). The operational component within CRC is governed by the Law Enforcement Advisory Council (LEAC) which is comprised of the three (3) chief law enforcement executive officers of each entity.
- B. By virtue of intergovernmental agreements, all telecommunicators within CRC are officially employed by the City of Texarkana, Texas. As such, all applicable training and human resource allocation management is governed by the City of Texarkana, Texas, and by virtue of this employment relationship, all telecommunicators are trained in accordance with the requirements promulgated by the Texas Commission on Law Enforcement (TCOLE).

III. Policy [ALEAP 3.17](#); [ALEAP 9.10](#)

- A. It shall be the policy of the Texarkana, Arkansas Police Department that all telecommunicators be trained in accordance with TCOLE Rule 221.13 Emergency Telecommunications Proficiency.
- B. All department personnel shall recognize and adhere to the guidelines contained within this policy.

IV. Procedures

- A. In accordance with TCOLE Rule 221.13 Emergency Telecommunications Proficiency, all telecommunicators will meet all of the below listed standards and obtain their Basic Telecommunicator Proficiency Certificate within one (1) year of employment:
 1. Completion of the Basic Telecommunication Certificate Course;
 2. Personnel Orientation (if appointed after January 1, 2014);
 3. Completion of Crisis Communication Telecommunicator Course, or an approved equivalent course (if appointed after December 1, 2011);

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4. Completion of a field training course (of appointed after June 1, 2004); and
 5. Completion of TDD/TTY for Telecommunicators Course, or an approved equivalent course within the last six-months.
- B. All telecommunicators will be required to successfully complete the Field Training Program as outlined within the CRC Training Synopsis.
 - C. While engaged in the Field Training Program, all new telecommunicators will be evaluated by their trainer, and the evaluation will be documented daily on a Daily Observation Report. Telecommunicators will also be evaluated monthly on the Monthly Proficiency Evaluation form which is reviewed by the trainee, the trainee's supervisor, the Training Coordinator and the Communications Manager.
 - D. All new telecommunicators will receive training and be required to demonstrate proficiency on each of the tasks listed on the CRC tasks/competency list.
 - E. ACIC User Certification [ALEAP 13.17](#)
 1. All personnel having access to ACIC, whether a commissioned officer or a telecommunicator employed within CRC, shall undergo requisite training to ensure ACIC certifications remain valid.
 2. Supervisors will ensure personnel receive appropriate follow-up training applicable with the training and certification guidelines promulgated by ACIC.

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