TITLE 10 PUBLIC SAFETY AND LAW ENFORCEMENT
CHAPTER 28 LAW ENFORCEMENT STANDARDS AND TRAINING
PART 9 PUBLIC SAFETY TELECOMMUNICATOR TRAINING

10.28.9.1 ISSUING AGENCY: New Mexico Law Enforcement Standards and Training Council, 4491 Cerrillos Road, Santa Fe, New Mexico 87507
[10.28.9.1 NMAC - N, 11/3/2026]

10.28.9.2 SCOPE: All applicants and certified public safety telecommunicators under the Public Safety Telecommunicator Training Act.
[10.28.9.2 NMAC - N, 11/3/2026]

10.28.9.3 STATUTORY AUTHORITY: Subsection E of Section 29-7-4 NMSA 1978.
[10.28.9.3 NMAC - N, 11/3/2026]

10.28.9.4 DURATION: Permanent
[10.28.9.4 NMAC - N, 11/3/2026]

10.28.9.5 EFFECTIVE DATE: November 3, 2026, unless a later date is cited at the end of a section.
[10.28.9.5 NMAC - N, 11/3/2026]

10.28.9.6 OBJECTIVE: The purpose of Part 9 is to establish all guidelines for admission into academy, minimum training standards, and certification for public safety telecommunicators.
[10.28.9.6 NMAC - N, 11/3/2026]

10.28.9.7 DEFINITIONS: [Reserved]
[10.28.9.7 NMAC - N, 11/3/2026]

10.28.9.8 QUALIFICATIONS FOR ADMISSION TO THE ACADEMY:

A. Qualifications for public safety telecommunicator admission: Applicants may be rejected for admission to the academy or a regional satellite academy if, after investigation, it is determined that the applicant does not meet the following criteria:

(1) Is a citizen or legal resident of the United States and has reached the age of majority;

(2) Holds a United States high school diploma or its equivalent from an accredited institution;

(3) Has not been convicted of or pleaded 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 law or state law or local ordinance relating to aggravated assault, theft, driving while intoxicated, controlled substances or other crime involving moral turpitude and has not been released or discharged under dishonorable conditions from any of the armed forces of the United States.;

(4) Is found to be of good moral character and has not committed any acts constituting dishonesty or fraud;

(5) Is found not to have committed any other acts which would be grounds for denial, revocation, or suspension of certification.

(6) Has been examined by a certified technician and has no uncorrected hearing loss in either ear greater than 25 dB at 500, 1000, 2000 Hz, and no more than a 20 dB loss in the better ear by audiometry, using American National Standards Institute (ANSI 1969) standards.

B. Status: For applicants to the academy, the director shall apprise applicants of their status and any deficiencies therein, in writing, as soon as possible. For applicants to a regional satellite academy, the regional satellite academy director shall inform the applicants of their status and any deficiencies in writing as soon as possible. If an applicant is denied admission, the written order shall include an explanation of the specific facts and circumstances upon which the decision is based. An applicant who disagrees with a decision regarding admission to

the academy or a regional satellite academy, for reasons other than failing to pass a medical screening, may send a written request to the chair for consideration as a Meeting Agenda Item.
[10.28.9.8 NMAC - N, 11/3/2026]

10.28.9.9 PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION EXAMINATION (TCE);

A. Only students who graduate from the academy, an accredited regional satellite academy, or an accredited certification-by-waiver program will be eligible for the TCE.

(1) Students will be allowed two opportunities in which to pass the TCE within one year from the date of completion of the satellite program.

(2) Students who fail the exam two times must attend the academic portion of the certification by waiver of the previous training program prior to taking the exam a third time.

(3) Students who fail the test three times will be required to attend either the entire academy or an entire regional satellite academy again.

B. If a student does not secure a public safety telecommunicator position within one year from the date of passing the TCE, they will be required to attend an accredited certification by waiver program to obtain their certification.

C. Students who pass the TCE will be provided with a letter from the director with their test score.

D. The director shall submit an affidavit to the board attesting that the applicant graduated from the academy, an accredited regional satellite academy, or an accredited certification-by-waiver program; passed the TCE; and shall include any concerns the director has regarding whether the applicant meets the qualifications for certification under Section 29-7C-3 NMSA 1978.
[10.28.9.9 NMAC - N, 11/3/2026]

10.28.9.10 BASIC TRAINING: Basic training shall include distance-learning training topics and contact training topics that the applicant must complete before they graduate.

A. The Standards and Training Council shall approve the minimum standards of training for the academy. This curriculum shall also be the standard curriculum for all regional satellite academies. The TCE is based on the standard curriculum established by the council.

B. A topic of training shall be crisis management and intervention; dealing with individuals who are experiencing mental health issues; methods of de-escalation; peer-to-peer intervention; stress management; racial sensitivity; reality-based situational training; and high-quality telecommunicator cardiopulmonary resuscitation using the most current nationally recognized emergency cardiovascular care guidelines. Training on high-quality telecommunicator cardiopulmonary resuscitation shall include instruction on out-of-hospital cardiac arrest protocols and compression-only cardiopulmonary resuscitation, pursuant to Section 29-7C-4.1.

C. The academy is responsible for ensuring that the curriculum is updated and includes current practices. The council may direct the academy to use outside experts to develop this curriculum. The council may direct the academy to use outside experts to update and maintain some or all of this curriculum.
[10.28.9.10 NMAC - N, 11/3/2026]

10.28.9.11 IN-SERVICE TRAINING:

A. All New Mexico-certified public safety telecommunicators shall receive a minimum of 20 hours of biennium training (every other year). Each two-year in-service training cycle will begin on the first day of the subsequent even-numbered year and conclude on the final day of the subsequent odd-numbered year.

(1) A topic of training shall be crisis management and intervention; dealing with individuals who are experiencing mental health issues; methods of de-escalation; peer-to-peer intervention; stress management; racial sensitivity; reality-based situational training; and high-quality telecommunicator cardiopulmonary resuscitation using the most current nationally recognized emergency cardiovascular care guidelines. Training on high-quality telecommunicator cardiopulmonary resuscitation shall include instruction on out-of-hospital cardiac arrest protocols and compression-only cardiopulmonary resuscitation, pursuant to Section 29-7C-4.1.

(2) One hour of crisis management, including crisis intervention, confrontation de-escalation practicum, and proper interaction with persons with mental impairments training for each certified telecommunicator during each two-year period, pursuant to Section 29-7C-7 NMSA 1978.

(3) Remaining training hours shall be in maintenance or advanced training areas to meet the agency's specific needs and abilities of the public safety telecommunicator.

B. Training content and accreditation for in-service classes

(1) The council may expand annual or biennium in-service training requirements as necessitated by changes to the law, regulatory changes, or emerging professional standards. This additional training may increase the biennium minimum standard for that individual time period.

(2) The same curriculum-development procedures and timelines established in Subsection A of 10.28.8.13 NMAC for law enforcement in-service training shall also apply to required in-service training for public safety telecommunicators, including consultation requirements, curriculum development periods, and the process for addressing urgent or critical training needs.

(3) The academy is responsible for creating a standard in-service curriculum for all required in-service classes to ensure that the curriculum is in line with the standard basic public safety telecommunicator training curriculum. This content shall be made available to all agencies six months before the start of the in-service training cycle.

(4) An individual agency may create its own in-service courses that add content to the standard in-service curriculum. These courses must be accredited by the academy.

C. Required training may be received through the following means.

(1) Where scheduling will allow, the academy will assign staff to instruct the course at regional training sites.

(2) Curriculum may be developed by the academy and provided to individual agencies for their own credentialed instructors to present to their public safety telecommunicators, provided the instructor is qualified in the subject matter.

(3) Individual agencies or private contractors may develop curriculum for review and accreditation by the academy that meets the criteria established by the council.

(4) The instructor can use any instructional modality, including but not limited to in-person training, online training, or a hybrid of in-person and online training, to teach a class, as long as the modality for teaching a particular class is not specifically required in statute.

D. Implementation is to begin on January 1 of the first even-numbered year of a training cycle.

E. Telecommunicators obtaining certification within an even-numbered year will be required to obtain one-half-of the in-service training requirements. Telecommunicators obtaining certification in an odd-numbered year will be required to meet the next two-year in-service training requirement, which will take effect on January 1 of the succeeding even-numbered year. The in-service training requirements are applicable in subsequent two-year cycles (one even-numbered year and the subsequent odd-numbered year constitute a two-year cycle). Telecommunicators transferring from one agency to another will carry with them the responsibility for in-service training.

[10.28.9.11 NMAC - N, 11/3/2026]

10.28.9.12 CERTIFICATION BY WAIVER TRAINING PROGRAM: [RESERVED]

[10.28.9.12 NMAC - N, 11/3/2026]

10.28.9.13 REQUIREMENTS FOR NON-NEW MEXICO PUBLIC SAFETY TELECOMMUNICATORS: [RESERVED]

[10.28.9.13 NMAC - N, 11/3/2026]

10.28.9.14 TELECOMMUNICATOR ADVANCED CERTIFICATION: The academy awards advanced certification credit for approved training beyond the basic level. An applicant must submit a completed application packet containing copies of all training certificates and other supporting documentation. Applications should be submitted only after the required number of hours has been accrued. Individual certificates will not be processed if they are not attached to an application for a specific level of certification. Advanced certifications are ranked from intermediate to executive and are only awarded if the criteria for the previous level(s) of certification have been met.

A. Advanced certification criteria and guidelines:

(1) Intermediate (minimum of 200 cumulative hours required): two years' experience, non-probationary status at time of application, and 200 cumulative hours of advanced public safety telecommunicator training (beyond basic and maintenance training).

(2) Advanced (minimum of 400 cumulative hours required): four years' experience, non-probationary status at time of application, and 400 cumulative hours of advanced public safety telecommunicator training or formal education (beyond basic and maintenance training) approved by the director.

(3) First-line supervisor (minimum of 500 cumulative hours required): must have held the title of shift supervisor, terminal agency coordinator (TAC), or training officer with one year in rank and completion of an academy-approved first-line supervisor course (40 hours minimum).

(4) Command (minimum of 700 cumulative hours required): must have held the rank of deputy director, assistant supervisor, terminal agency coordinator (TAC), 9-1-1 coordinator, or training coordinator with one year in rank and 100 hours of management training or formal education approved by the director.

(5) Executive (minimum of 800 cumulative hours required): must have held the rank of director or deputy director with one year in rank, or held the title or rank of regional manager or manager who reports directly to the department or agency head and have one year in rank; and 200 cumulative hours of management or administrative training or formal education approved by the director.

B. Criteria for cumulative credit calculations:

(1) Certificate criteria: The academy will accept certificates of completion for credit toward an advanced certificate.

(2) College course credit: College courses will receive the credit ratio of 15 advanced certification hours for each credit hour up to a maximum of 400 advanced hours. College course credits apply only to advanced-level certification and above. Official copies of college transcripts are required. Credit hours may be given only for college courses that are law enforcement-related and approved by the director.

(3) Military course credit: Military advanced-level courses related to law enforcement and approved by the director can be used for credit towards advanced level certification and above at an hourly ratio of one-to-one. Training hours and dates must be noted on the training certificate for credit or on an official training transcript.

(4) In-service training: Academy-approved in-service training will be accepted based upon the approved course hours. Mandated training required to maintain public safety telecommunicator certification or instructor certification will not be credited towards advanced certifications. Other in-service training will be accepted only upon provided evidence that a test was administered and passed, or a certificate of completion was issued.

(5) Rank requirements: Certificates at the first-line supervisor level and above require that the prerequisite rank or title was held for a minimum period of at least one year prior to the date of the application. Documentation indicating date(s) of promotion must be included with the application packet. Non-traditional rank designations will be reviewed for equivalency to ranks designated for applicable certificates.

[10.28.9.14 NMAC - N, 11/3/2026]

10.28.9.15 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 public safety telecommunicators in the state of New Mexico must be reported to the academy within 30 days of such action.

(2) A public safety agency that operates within the state shall submit a quarterly report to the director and the board on the status of each telecommunicator. The reporting forms and submittal dates shall be prescribed by the director, pursuant to Subsection A of Section 29-7C-8 NMSA 1978. Required reporting forms shall be established by the director.

(3) The director shall assist the board in maintaining a roster of all certified public safety telecommunicators, pursuant to Subsection B of Section 29-7C-8 NMSA 1978.

B. Application requirements

(1) An applicant for training or for certification, or that applicant's department, must submit the Agency Employment Action Form (LEA 82) to the academy within 30 days of the initial hire date for said applicant.

(2) Non-compliance with the 30-day employment action requirement will result in assignment to 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 commission suspended if he/she exceeds one year from the initial hire date.

(3) No applicant shall be admitted to the academy or regional satellite academy after one year from the initial hire date unless the applicant and the applicant's chief, sheriff, or agency head certify:

(a) the applicant was removed from duty as a public safety telecommunicator; and

(b) the agency will reinstate the public safety telecommunicator based upon the applicant's successful completion of the basic public safety telecommunicator training course and certification by the board.

(4) The academy shall be notified of any change in the medical or psychological condition of an applicant prior to the applicant's admission. If the application is for a regional satellite academy, that regional satellite academy shall be notified as well.

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

[10.28.9.15 NMAC - N, 11/3/2026]

10.28.9.16 FINGERPRINT CLEARANCE FOR ADMISSION: Fingerprint clearance requirements for public safety telecommunicators shall be governed in the same manner as law enforcement admission to the academy or a regional satellite academy as described in Section 10.28.5.9 NMAC, FINGERPRINT CLEARANCE FOR ADMISSION**.**

[10.28.9.16 NMAC - N, 11/3/2026]

10.28.9.17 RENEWAL OF CERTIFICATION AFTER ABSENCE:

A. If a New Mexico certified public safety telecommunicator leaves the profession, is not employed as a public safety telecommunicator for a period of time, and applies to return to service, the applicant shall satisfy the following requirements.

(1) Applicants must have graduated from a certified public safety telecommunicator training academy that was comparable to or exceeded the standards of the programs of the academy.

(2) Separation must be under honorable conditions.

(3) The public safety telecommunicator's certification must not be revoked or currently suspended by the board.

(4) Complete all other conditions required under the current certification by waiver of basic training.

(5) When sponsored by an agency, complete any other requirements imposed on applicants by that sponsoring agency.

B. In the event a certified public safety telecommunicator in the state of New Mexico leaves their position for any reason and is not employed full-time for a period of more than two years, the public safety telecommunicator will be required to successfully complete the certification by waiver program to renew the public safety telecommunicator's certification.

[10.28.9.17 NMAC - N, 11/3/2026]

10.28.9.18 IN-SERVICE TRAINING FOLLOWING SEPARATION FROM SERVICE: A New Mexico certified public safety telecommunicator who has retired or separated from a New Mexico agency may maintain their certification without being required to attend a certification by waiver program, as long as they complete annual in-service requirements for at least one of the years in the current two-year in-service cycle, and fulfill the biennium in-service requirements for the current in-service cycle, as established by the council, as long as their certification has not been revoked or is not currently suspended by the board.

[10.28.9.18 NMAC - N, 11/3/2026]

History of 10.28.9 NMAC: [RESERVED]