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, xx/xx/2026]

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

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

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

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

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

10.28.9.8 QUALIFICATIONS FOR ADMISSION TO THE ACADEMY:
Qualifications for 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:
Is a citizen or legal resident of the United States and has reached the age of majority;
Holds a United States high school diploma or its equivalent from an accredited institution;
Has not been convicted of or pled 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.;
Is found to be of good moral character and has not committed any acts constituting dishonesty or fraud;
Is found not to have committed any other acts which would be grounds for denial, revocation, or suspension of certification.
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.
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

EXHIBIT 7

is denied admission, the written order shall include an explanation of the specific facts and circumstances upon which the decision is based.
[10.28.9.8 NMAC - N, xx/xx/2026]

10.28.9.9 PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION EXAMINATION (TCE); 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 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.

If a student does not secure a 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 maintain their certification.
Students who pass the TCE will be provided with a letter from the director with their test score.
The director will submit a list of students who are eligible for certification to the Board for final approval and award of certification.
[10.28.9.9 NMAC - N, xx/xx/2026]

10.28.9.10 BASIC TRAINING: The public safety telecommunicator (PST) certification course is a minimum of 130 hours of training in eight blocks of instruction. There will be 12 prerequisite distance-learning training hours that an applicant must complete prior to attending the public safety telecommunicator academy, for a minimum of 118 contact training hours during the course. 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.
[10.28.9.10 NMAC - N, xx/xx/2026]

10.28.9.11 IN-SERVICE TRAINING:
All New Mexico-certified public safety telecommunicators shall receive a minimum of 20 hours of training bi-annually (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 sequential odd-numbered year.
A topic of interactions with persons with mental impairments, training in line with requirements pursuant to Section 29-7C-7 NMSA 1978.
Remaining training hours shall be in maintenance or advanced training areas to meet the agency's specific needs and abilities of the telecommunicator.
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 10.28.8.16 NMAC for law enforcement in-service training shall also apply to required in-service training for 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 telecommunicator training curriculum. This content shall be made available to all agencies (3) three months before the start of the in-service training cycle.

EXHIBIT 7

(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.

Required training may be received through the following means.

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

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

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

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.

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

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, xx/xx/2026]

10.28.9.12 ~~CERTIFICATION BY WAIVER TRAINING PROGRAM: [RESERVED~~] IN-SERVICE TRAINING FOLLOWING SEPARATION FROM SERVICE

A. In the event a telecommunicator who has retired from law enforcement service makes application to return to service, the telecommunicator shall satisfy the following requirements:

1. Must have graduated from a certified telecommunicator training academy that was comparable to or exceeded the standards of the programs of the academy.
2. Separation must have been under honorable conditions. Retirement in lieu of investigation into misconduct will not be considered an honorable separation.
3. The telecommunicator's certification must not be revoked or currently suspended by the Board.
4. Must successfully complete the equivalent of a certification by waiver of basic training program.
5. If sponsored by an agency, complete any other requirements imposed on applicants by that sponsoring agency.

B. If a certified telecommunicator in the state of New Mexico, who leaves their position for any reason and is not employed full-time for a period of more than two years, makes application to return to service, the telecommunicator shall satisfy the following requirements:

1. Separation must have been under honorable conditions. Resignation in lieu of investigation into misconduct will not be considered an honorable separation.

2. The telecommunicator's certification must not be revoked or currently suspended by the Board.

3. Must successfully complete the equivalent of a certification by waiver of basic training program.

4. If sponsored by an agency, complete any other requirements imposed on applicants by that sponsoring agency.

C. A New Mexico certified telecommunicator who has retired or separated from a New Mexico agency may maintain their certification without being required to attend the equivalent of a certification by waiver program, as long as they fulfill the biannual in-service requirements, and any annual in-service requirements for at least one of the years in the two-year 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.

[10.28.9.12 NMAC - N, xx/xx/2026]

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

A. To be eligible for certification by waiver of basic training, a telecommunicator from another state or from a federal agency shall be required to successfully meet all qualifications for telecommunicator admission as set forth in Section 29-7C-3 NMSA 1978.

B. To be eligible for certification by waiver, a certified telecommunicator from another state or from a federal agency must have graduated from a state or local law enforcement academy formally recognized by that state's certifying authority for telecommunicators or have completed a state or local comparable training program. An applicant may also be eligible if they have graduated from a federal telecommunicator training program that includes coursework covering the duties of a telecommunicator as defined in Article 7C, the Public Safety Telecommunicator Training Act. If the academy or regional satellite academy requires clarification regarding whether an out-of-state or federal telecommunicator training program should be recognized for certification-by-waiver purposes, the matter shall be submitted to the Standards and Training Council for determination.

C. Applicants who are eligible for a certification-by-waiver program do not need to be employed by an agency in New Mexico to attend one.

D. All applicants must submit a required two-part application packet to the director.

(1) Part I of the packet contains materials documenting training and certification status, and previous training to be used to make a determination of whether the applicant has completed a basic law enforcement training program that is comparable to, or exceeds, the standards of the New Mexico basic telecommunicator training program, as established by the Law Enforcement Standards and Training Council.

(2) Part II of the packet contains the application for admission and certification; employment history; criminal history; fingerprint affidavit; waiver of liability; release of information; notarized copy of high school diploma, general education development (GED) certificate, or college diploma; applicant affidavit attesting to United States citizenship as set forth in Section 29-7C-3 NMSA 1978; applicant affidavit of proof of current valid driver's license; and a notarized copy of DD214, only applicable if an applicant has military service. Applicants must meet these requirements to be eligible for the certification by waiver program.

E. Status: Applicants shall be apprised by the director or satellite academy director of the status of their application and any deficiencies therein, 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 and any right to appeal the decision. Decisions of the director may be appealed to the New Mexico Law Enforcement Certification Board within 30 days and the matter will be added to the Board's next meeting agenda.

F. For the purposes of certification by waiver, pursuant to Section 29-7C-6 NMSA 1978, those applicants who have previous dispatch experience and meet New Mexico in-service training requirements will be afforded the opportunity to complete the PST certification exam. Those applicants must show that they have had training comparable to the New Mexico PST academy topics. For those who do not show comparable training, they must complete the PST academy.

G. Applicants who are not employed by a public safety agency are required to contact their respective public safety certification academy or satellite regional academy as it relates to self-sponsorship. Unless otherwise indicated by the director of the academy, completion of the PST application packet is the responsibility of the applicant.

[10.28.9.13 NMAC - N, xx/xx/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

EXHIBIT 7

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. Advanced certification criteria and guidelines:

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

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

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).

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.

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.

C. Criteria for cumulative credit calculations:

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

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.

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.

In-service training: Academy-approved in-service training will be accepted based upon the approved course hours. Mandated training required to maintain 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.

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, xx/xx/2026]

10.28.9.15 PUBLIC SAFETY TELECOMMUNICATOR REGISTRY REPORTING AND APPLICATIONS FOR ADMISSION/CERTIFICATION

Reporting requirements

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. Required reporting forms shall be established by the director.

All public safety agencies that do not comply with the requirement of submitting to the

academy status reports on their employees will not be eligible for training funds or attendance at basic or in-service/advanced training classes until the registry is made current. Repeated failures to maintain the registry shall result in a period of suspension of training eligibility to be set by the director.

Application requirements

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.

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.

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

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

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

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.

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

[10.28.9.15 NMAC - N, xx/xx/2026]

10.28.9.16 FINGERPRINT CLEARANCE FOR ADMISSION: Fingerprint clearance requirements for 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, xx/xx/2026]

10.28.9.17 RENEWAL OF CERTIFICATION AFTER ABSENCE:

In the event a retired telecommunicator who has appropriately separated from law enforcement service makes application to obtain or regain New Mexico certification by waiver of basic training, such applicants shall satisfy the following requirements:

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

Separation must be under honorable conditions.

The telecommunicator's certification must not be revoked or currently suspended by the Board.

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

If sponsored by an agency, complete any other requirements imposed on applicants by that sponsoring agency.

In the event a certified 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 telecommunicator will be required to successfully complete the certification by waiver program to renew the telecommunicator's certification.

A New Mexico certified 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 fulfill the biannual in-service requirements, and any annual in-service requirements for at least one of the years in the two-year 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.

[10.28.9.17 NMAC - N, xx/xx/2026]

10.28.9.18 IN-SERVICE TRAINING FOLLOWING SEPARATION FROM SERVICE:

A. If a New Mexico certified telecommunicator leaves their position for any reason, including retiring as a telecommunicator, and is not employed full-time for a period of more than two years, and makes application to return to service, the telecommunicator shall satisfy the following requirements:

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

(2) Separation must have been under honorable conditions. Retirement in lieu of an investigation into misconduct will not be considered an honorable separation.

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

(4) Must successfully complete the equivalent of a certification by waiver of basic training program.

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

B. A New Mexico certified telecommunicator who has retired or separated from a New Mexico agency may maintain their certification without being required to attend the equivalent of a certification by waiver program, as long as they fulfill the biannual in-service requirements, and any annual in-service requirements for at least one of the years in the two-year 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, xx/xx/2026]

History of 10.28.9 NMAC: [RESERVED]

EXHIBIT 7