



Rules of
Department of Public Safety
Division 90—Missouri 911 Service Board
Chapter 4—911 Training and Standards Act

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Title 11—DEPARTMENT OF PUBLIC SAFETY

Division 90—Missouri 911 Service Board Chapter 4—911 Training and Standards Act

11 CSR 90-4.010 General Organization

PURPOSE: This rule provides for the organization, administration, and methods of operation of a program of certification for telecommunicators.

(1) The objective of the Missouri 911 Service Board is creating standardized 911 training and education requirements for telecommunicators to enhance statewide 911 emergency services.

AUTHORITY: section 650.340, RSMo Supp. 2020.* This rule originally filed as II CSR 10-12.010. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved to II CSR 30-13.010 and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to II CSR 90-4.010 and amended: Filed March 12, 2021, effective Sept. 30, 2021.

*Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.

11 CSR 90-4.020 Definitions

PURPOSE: This rule defines the terms which pertain to the training and education of telecommunicators.

(1) Board refers to the Missouri 911 Service Board within the Department of Public Safety established in section 650.325, RSMo.

(2) Training committee refers to the committee or other designees of the board tasked by the board with assisting the board in administering the 911 Training and Standards Act in section 650.340, RSMo.

(3) Joint Communications Center refers to a public safety answering point which dispatches fire, law enforcement, and emergency medical service agencies.

(4) Public Safety Answering Point (PSAP) and Emergency Communications Center (ECC) refer to the location at which 911 calls are answered initially.

(5) Telecommunicator is any person employed as an emergency telephone worker, call taker, or public safety dispatcher whose duties include receiving, processing, or transmitting public safety information received through a Public Safety Answering Point or

Emergency Communications Center.

AUTHORITY: section 650.340, RSMo Supp. 2020.* This rule originally filed as II CSR 10-12.020. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved to II CSR 30-13.020 and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to II CSR 90-4.020 and amended: Filed March 12, 2021, effective Sept. 30, 2021.

*Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.

11 CSR 90-4.030 Initial Training

PURPOSE: This rule defines the training levels and requirements for telecommunicators.

(1) Telecommunicators hired after August 28, 1999, must complete the following initial training units (ITU) within twelve (12) months of the date of employment:

(A) In order to act as a telecommunicator for any law enforcement agency, sixteen (16) hours of police dispatcher ITU or forty (40) hours of joint communications dispatcher ITU;

(B) In order to act as a telecommunicator for any fire department, sixteen (16) hours of fire dispatcher ITU or forty (40) hours of joint communications dispatcher ITU;

(C) In order to act as a telecommunicator for any emergency medical service, sixteen (16) hours of emergency medical dispatcher ITU or forty (40) hours of joint communications dispatcher ITU; and

(D) In order to act as a telecommunicator for a joint communications center, forty (40) hours of joint communications dispatcher ITU.

(2) Individuals who were employed as a telecommunicator prior to August 28, 1999, are not required to complete the initial training requirements, but are encouraged to attend applicable training disciplines as feasible.

(3) Telecommunicator initial training units (ITU) may be obtained from the sources identified in 11 CSR 90-4.050(3).

(4) Each Public Safety Answering Point or Emergency Communications Center shall be responsible for maintaining records of compliance with the ITU rules for each telecommunicator in their employ.

(A) Telecommunicators shall be responsible to submit ITU certificates of completion to their employer.

(B) Telecommunicators should maintain

certificates of completion showing their compliance with the ITU rules.

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*Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.

11 CSR 90-4.040 Exemptions and Waiver of Initial Training Requirement

PURPOSE: This rule defines those individuals exempt from the training requirements, delineates those circumstances where the initial training requirements may be waived, and how such requests shall be handled.

(1) The following individuals shall be exempt from the requirements of this rule:

(A) Telecommunicators who meet the definition of an emergency medical dispatcher as defined by section 190.100, RSMo;

(B) Individuals who have received training by an emergency medical entity accredited or certified under section 190.131, RSMo; and

(C) Individuals who provide pre-arrival medical instructions and work for an agency, which meets the requirements, set forth in section 190.134, RSMo.

(2) Any persons hired after August 28, 1999, as a telecommunicator, may have the initial training requirement waived upon furnishing proof to the board that they have completed a training course in another state that meets the minimum requirements listed in 11 CSR 90-4.030.

(A) Typically, a certificate of training or college transcripts must be produced to meet the waiver requirement.

(B) If an individual received training in a single discipline and is now employed in a multidiscipline Public Safety Answering Point (PSAP) (two (2) disciplines) or joint communication center, they must complete the initial training requirements for the disciplines in which they are not certified.

(C) Requests for waivers from individuals who received training from organizations outside Missouri may submit certificates, transcripts, or other proof of training to the board by mail or electronic mail for review and approval. Mail to Missouri 911 Service Board, PO Box 2126, Jefferson City, MO 65102 or email to admin@missouri911.org.



Original documents are preferred if the request for waiver is submitted by mail and will be returned to the applicant. The board reserves the right to request the provision of original documents prior to making a decision on requests for waivers.

(D) Upon completion of the review process, the board will inform the applicant by letter of its decision.

(E) The waiver letter will suffice for proof of training by the PSAP or Emergency Communication Center (ECC).

*AUTHORITY: section 650.340, RSMo Supp. 2020. * This rule originally filed as II CSR 10-12.040. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved to II CSR 30-13.040 and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to II CSR 90-4.040 and amended: Filed March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.*

11 CSR 90-4.050 Requirements for Continuing Education

PURPOSE: The rule defines the requirements for completion of continuing education and the terms for maintaining training records. The rule further defines the approved sources for telecommunicator continuing education.

(1) Telecommunicator continuing education units (CEU) shall be obtained and monitored on a fixed three- (3-) year cycle, with the first CEU period ending December 31, 2014, and successive CEU periods ending December 31 every third year thereafter.

(2) Every telecommunicator shall obtain a minimum of twenty-four (24) hours of CEU credit during each CEU period.

(3) CEU credit may be obtained from the following sources:

(A) From a CEU provider approved pursuant to 11 CSR 90-4.070 or a Continuing Law Enforcement Education provider licensed pursuant to 11 CSR 75-15.030 Peace Officer Standards and Training (POST) Program;

(B) From an Emergency Medical Dispatch (EMD) Training entity certified pursuant to 19 CSR 30-40.331 Application and Accreditation or Certification Requirements for Training Entities that Conduct Training for First Responders, Emergency Medical Dispatchers, Emergency Medical Technicians-Basic, Emergency Medical Technicians-Intermediate, and Emergency Medical Technicians-Paramedic;

(C) From a source approved to provide a specific CEU course pursuant to 11 CSR 90-

4.080;

(D) From an approved out-of-state source pursuant to 11 CSR 90-4.090;

(E) For serving as an instructor for a CEU class pursuant to 11 CSR 90-4.060(3)(B);

(F) By attending an accredited college or university course related to communications or emergency management or applicable to communications or emergency management administration pursuant to 11 CSR 90-4.060(3)(C); or

(G) From any current governmental agency or public safety organization employer.

(4) Each Public Safety Answering Point or Emergency Communications Center shall be responsible for maintaining records of compliance with the continuing education rules for each telecommunicator in their employ.

(A) Telecommunicators shall be responsible to submit CEU certificates of completion to their employer.

(B) Telecommunicators should maintain certificates of completion showing their compliance with the continuing education rules.

*AUTHORITY: section 650.340, RSMo Supp. 2020. * This rule originally filed as II CSR 10-12.050. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved to II CSR 30-13.050 and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to II CSR 90-4.050 and amended: Filed March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.*

11 CSR 90-4.060 Minimum Standards for Continuing Education Training

PURPOSE: This rule establishes minimum standards for the continuing education training of telecommunicators.

(1) All telecommunicator continuing education unit (CEU) training shall relate to one (1) or more of the following curricula areas:

(A) Legal studies—Described as training that focuses on the organization’s mission, policy and procedure, standards, discipline, liability, or any type of legal issue;

(B) Technical studies—Described as training that focuses on public safety communications systems, radios or other dispatch consoles, telephone instruments and features, automatic number and location identification, broadband applications, text-to-9-1-1, ADA compliance equipment, and NG 9-1-1;

(C) Interpersonal perspectives—Described as training that focuses on interpersonal communications skills such as cultural diversity,

ethics and values, fair and impartial service practices, conflict management, critical thinking, social intelligence, mental health awareness, personal well-being, stress management, customer service, management, and leadership; or

(D) Skill development—Described as training that focuses on activities that develop higher proficiency in telephone interview, call processing techniques, information management, computerized mapping, computer aided dispatch techniques, radio dispatch, and other critical skills related to public safety communication.

(2) All CEU training shall be designated according to curricula area.

(3) CEU credit shall be calculated at the following rates:

(A) One (1) hour of CEU credit for each fifty (50) minutes of CEU instruction received;

(B) Two (2) hours of credit for each fifty (50) minutes of CEU instruction delivered; and

(C) Two (2) hours of CEU credit for each semester hour of credit earned at an accredited college, university, or technical institution related to communications and emergency management or applicable to communications and emergency management administration.

(4) Upon successful completion of the requirements of any CEU course, the provider of the training shall present each trainee a certificate bearing—

(A) The provider’s name and the phrase “Approved Provider”;

(B) The course name;

(C) The date or dates on which the course was held;

(D) The total number of CEU credit hours earned broken down by curricula area;

(E) The trainee’s name; and

(F) The name of the individual responsible for general administration of the course.

(5) The CEU provider shall retain, for a period of five (5) years after each CEU training course, the following records:

(A) A copy of the training certificate or other record of the information required by section (4) of this rule;

(B) A list of all training objectives;

(C) All course outlines;

(D) All instructor records; and

(E) The course evaluation plan.

(6) Every governmental agency or public safety organization employer that provides CEU training shall present each telecommunicator



leaving the agency with a complete record of all CEU training obtained by the telecommunicator during the telecommunicator's tenure with the organization.

(7) CEU providers shall deliver all CEU training in an effective manner.

AUTHORITY: section 650.340, RSMo Supp. 2020. This rule originally filed as 11 CSR 10-12.060. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved to 11 CSR 30-13.060 and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to 11 CSR 90-4.060 and amended: Filed March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.*

11 CSR 90-4.070 Procedure to Obtain Continuing Education Provider Approval for 911 Telecommunicators

PURPOSE: This rule identifies the procedure to obtain continuing education provider approval.

(1) Any person or entity may apply for continuing education units (CEU) provider approval.

(2) An applicant shall submit to the board a CEU provider approval application. The board's training committee or other designees may review or request additional information from an applicant.

(3) CEU courses shall relate to one (1) or more of the curricula areas pursuant to 11 CSR 90-4.060.

(4) The board's training committee or other designees may consider any relevant factor in determining an applicant's qualifications, including the applicant's history, facilities and equipment, academic qualifications, financial qualifications, the estimated number of annual graduates, letters of support, and the justification for provider status as opposed to obtaining individual course approval pursuant to 11 CSR 90-4.080.

(5) The board's training committee or other designees—

(A) May request additional information regarding the application and/or conduct a site visit;

(B) Shall review the applicant's policies and procedures, including attendance and instructor evaluation policies;

(C) Shall review the applicant's proposed courses, including training objectives, outlines, evaluation plan, and instructor qualifications; and

(D) Report its findings to the board's director and recommend that the board's director grant or deny the application.

(6) At the board's director's request, the board's training committee or designees shall obtain additional information regarding the application and share this information with the board's training committee or designees and the board's training committee or designees shall again recommend that the board's director grant or deny the application.

(7) The board's director shall consider the recommendation of the board's training committee or designees and shall grant or deny the application. The board's director shall send all application decisions to applicants by certified or registered mail, return receipt requested, and provide the board with the results of the application process.

(8) All new CEU provider approvals shall be issued for an initial period of one (1) year. During this initial period, the board's training committee or designees shall conduct a programmatic audit of the provider. Following this initial period and any additional one (1) year period under 11 CSR 90-4.100(8)(A), the board's training committee or designees shall recommend that the board's director—

(A) Issue an additional one (1) year provider approval subject to further audit and review;

(B) Issue a three (3) year provider approval; or

(C) Deny the application, in which case the applicant may request to appear before the committee in order to appeal the decision.

(9) The procedure to renew a CEU provider approval shall be as follows:

(A) The applicant shall submit to the board a CEU provider renewal application;

(B) The board's training committee or designees may conduct a programmatic review of the applicant;

(C) The board's training committee or designees shall review the renewal application of the CEU provider and recommend that the board's director grant or deny the renewal application; and

(D) The director shall consider the renewal recommendation of its training committee or designees and shall—

1. Request additional information regarding the renewal application;

2. Renew the approval for an additional period of one (1) year subject to further audit and review;

3. Grant a three- (3-) year approval; or

4. Deny the approval.

(10) Any applicant whose application is denied may appeal the denial decision to the board's chairperson by submitting an appeal by certified or registered mail to Chairperson, Missouri 911 Service Board at PO Box 2126, Jefferson City, MO 65102, or by electronic mail addressed to admin@missouri911.org.

(A) Appeal Deadline. Appeals must be received by the Board's Chairperson within fourteen (14) calendar days of the date the applicant received the application decision. If the fourteenth day falls on a Saturday, Sunday, or state holiday, the period will extend to the next state business day.

(B) Appeal Requirements. All appeals shall be in writing and include the following information:

1. A copy of the application denial letter;

2. The applicant's handwritten or electronic signature;

3. A detailed statement of the grounds for the appeal; and

4. Supporting exhibits, evidence, or documents for the appeal.

(C) The board's chairperson will deny an appeal that does not contain all of the required information or is untimely.

(D) The board's chairperson will issue a written decision sustaining or denying the appeal and send it to the applicant by registered or certified mail.

(E) If the board's chairperson sustains the appeal, it will grant the application. If the board denies the appeal, the board will take no further action on the appeal.

AUTHORITY: section 650.340, RSMo Supp. 2020. Original rule filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to 11 CSR 90-4.070 and amended: Filed March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.*

11 CSR 90-4.080 Procedure to Obtain Approval for an Individual Continuing Education Course for 911 Telecommunicators

PURPOSE: This rule identifies the procedure to obtain approval for an individual telecommunicator continuing education unit (CEU) course.



(1) To be eligible to obtain approval for a specific, individual telecommunicator continuing education unit (CEU) course, an applicant must not be the holder of a CEU provider approval.

(2) An applicant shall submit to the board's training committee or designees a completed individual CEU course application. The training committee may investigate the applicant or request additional information from the applicant.

(3) CEU courses shall relate to one (1) or more of the curricula areas in 11 CSR 90-4.060.

(4) The board's training committee or designees may consider any relevant factor in determining the qualification of the applicant and proposed course, including, attendance policy, evaluation plan, training objectives, course outline, and record of instructions of previous courses.

(5) The board's training committee or designees shall make a recommendation to the board's director.

(6) The board's director may—

(A) Request additional information regarding the application;

(B) Grant approval of the individual CEU course; or

(C) Deny the application.

(7) Any change to the training objectives of an individual CEU course shall require the course to be resubmitted to the board's training committee or designees in accordance with these guidelines for review and approval of the board's director.

(8) Any applicant whose application is denied may appeal the denial decision to the board's chairperson by submitting an appeal by certified or registered mail to Chairperson, Missouri 911 Service Board at PO Box 2126, Jefferson City, MO 65102, or by electronic mail addressed to admin@missouri911.org.

(A) Appeal Deadline. Appeals must be received by the board's chairperson within fourteen (14) calendar days of the date the applicant received the application decision. If the fourteenth day falls on a Saturday, Sunday, or state holiday, the period will extend to the next state business day.

(B) Appeal Requirements. All appeals shall be in writing and include the following information:

1. A copy of the application denial letter;
2. The applicant's handwritten or elec-

tronic signature;

3. A detailed statement of the grounds for the appeal;

4. Supporting exhibits, evidence, or documents for the appeal.

(C) The board's chairperson will deny an appeal that does not contain all of the required information or is untimely.

(D) The board's chairperson will issue a written decision sustaining or denying the appeal and send it to the applicant by registered or certified mail.

(E) If the board's chairperson sustains the appeal, it will grant the application. If the board denies the appeal, the board will take no further action on the appeal.

AUTHORITY: section 650.340, RSMo Supp. 2020. Original rule filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to 11 CSR 90-4.080 and amended: Filed March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.*

11 CSR 90-4.090 Out-of-State, Federal and Organizations or Commercial Entities Continuing Education Credit for 911 Telecommunicators

PURPOSE: This rule establishes the process for receiving credit for continuing education from other state or federal agencies and organizations.

(1) The board's training committee or designees may recognize other state or federal agencies and organizations or commercial entities with standards for continuing education training providers comparable to the standards established pursuant to these rules.

(2) In order to receive credit for attending continuing education unit CEU training recognized by the board's training committee pursuant to this rule, a telecommunicator shall maintain evidence that—

(A) The training was approved for continuing education by the state or federal agency or organization or a commercial entity providing the training or by the state in which the training was located; and

(B) The telecommunicator successfully completed the training.

AUTHORITY: section 650.340, RSMo Supp. 2020. Original rule filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to 11 CSR 90-4.090 and amended: Filed March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007,*

2017, 2018.

11 CSR 90-4.100 Computer-Based Continuing Education Training for 911 Telecommunicators

PURPOSE: This rule establishes the requirements for computer-based training.

(1) Any source approved to provide telecommunicator continuing education unit (CEU) training pursuant to 11 CSR 90-4.050 may offer interactive, computer-based training.

(2) Computer-based training shall meet all requirements of 11 CSR 90-4.060. In addition, the training certificate presented to each trainee shall bear the phrase "Computer-Based Training."

(3) A computer-based training course shall be considered a complete course outline plan within itself. When a course is no longer available via computer, the provider shall maintain a printed copy of the course outline in the course file or a video copy retained pursuant to 11 CSR 90-4.060(5).

(4) The course administrator shall attest to actual attendance and may ascertain attendance by any reasonably certain method, including tracking by the computer course software, if the tracking meets the standard of this rule. The attendance policy and methodology for ascertaining attendance shall be included in the course record file.

(5) The number of CEU credit hours for a computer-based training course shall be determined by the approved provider.

AUTHORITY: section 650.340, RSMo Supp. 2020. Original rule filed Jan. 3, 2012, effective Aug. 30, 2012. Moved to 11 CSR 90-4.100 and amended: Filed: March 12, 2021, effective Sept. 30, 2021.*

**Original authority: 650.340, RSMo 1999, amended 2007, 2017, 2018.*