

Unit 1

Roles and Responsibilities in Public Safety

1.1.0 Unit Goal: Review TCOLE Rules and Regulations.

1.1.1 Learning Objective: Discuss the TCOLE Mission as it pertains to the establishment of standards and its enforcement of those standards.

- Basis for the TCOLE Mission:
 - The mission of the Texas Commission on Law Enforcement, as a regulatory State agency, is to establish and enforce standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.
 - <https://www.tcole.texas.gov/content/tcole-mission>
- History and importance of TCOLE:
 - TCOLE is a state agency created by an act of the 59th Legislature—Senate Bill (SB) 236 which became effective on August 30, 1965.
 - The Commission will continue until September 1, 2031--Senate Bill (SB) 1445 passed in the 88th Legislature Regular session.
 - The Commission is powered by legislation to create rules for the administration—Chapter 1701, Occupations Code.
 - <https://www.tcole.texas.gov/content/tcole-history>

1.1.2 Learning Objective: Identify how TCOLE Rules are organized.

- Title 37 Texas Administrative Code Chapters 211-229
 - Chapter 211 Administration
 - Chapter 215 Training and Educational Providers
 - Chapter 217 Enrollment, Licensing, Appointment, and Separation
 - Chapter 218 Continuing Education
 - Chapter 219 Pre-licensing, Reactivation, Tests, and Endorsements
 - Chapter 221 Proficiency Certificates
 - Chapter 223 Enforcement
 - Chapter 225 Specialized Licenses
 - Chapter 227 School Marshals
 - Chapter 229 Texas Peace Officers' Memorial Monument

INSTRUCTOR NOTE:

Not all chapters will be covered from this point forward. Only the chapters which cover rules for the individual law enforcement professional.

1.1.3 Learning Objective: Identify the Commission Rules concerning Basic Licensing Standards .

- Chapter 217: Enrollment, Licensing, Appointment, and Separation
 - Rule 217.1 – Minimum Standards for Enrollment and Initial Licensure

- Rule 217.3 – Application for License and Initial Report of Appointment
- Rule 217.5 – Denial and Cancellation
- Rule 217.7 – Reporting Appointment and Separation of a Licensee

1.1.4 Learning Objective: Identify the Commission Rules concerning training requirements and TCOLE Training Mandates and their relationship to the training cycle.

- Chapter 218: Continuing Education
 - Rule 218.1 – Continuing Education Credit for Licensees
 - Rule 218.3 – Legislatively Required Continuing Education for Licensees
- Review training mandates with students for two-year training unit and four-year training cycle. Refer to www.tcole.texas.gov for current training mandates.

1.1.5 Learning Objective: Identify the Commission rules concerning reporting training.

- Chapter 218: Continuing Education
 - Rule 218.5 – Reporting Legislatively Required Continuing Education
 - Rule 218.7 – Waiver of Legislatively Required Continuing Education

1.1.6 Learning Objective: Explain the purpose and completion requirements of the following statutorily required forms: L1, L2, L3, F5, and F5R.

- Chapter 217: Enrollment, Licensing, Appointment, and Separation
 - Rule 217.7 – Reporting Appointment and Separation of a Licensee
- Review L1, L2, L3, and F5 and their components. Refer to www.tcole.texas.gov
 - L1 – Statement of appointment
 - L2 – Declaration of the lack of any drug dependency or illegal drug use
 - L3 – Declaration of psychological and emotional health
 - F5 – Separation of appointment
 - Chapter 217.8 – Contesting an Employment Termination Report

1.1.7 Learning Objective: Explain the process of license suspension.

- Chapter 223: Enforcement
 - Rule 223.15 – License Suspension

1.1.8 Learning Objective: Explain the process of revocation of a license.

- Chapter 223: Enforcement
 - Rule 223.19 – License Revocation

1.1.9 Learning Objective: Explain the process of reporting an arrest.

- Chapter 211: Administration
 - Rule 211.27 – Reporting Responsibilities of Individuals

- Rule 211.28 – Responsibility of a Law Enforcement Agency to Report an Arrest
- Rule 211.29 – Responsibility of Agency Chief Administrators

1.1.10 Learning Objective: Summarize the Mission of the Texas Peace Officer’s Memorial.

- Chapter 229: Texas Peace Officers’ Memorial Monument
 - Rule 229.1 – Reporting Responsibilities of Individuals
 - Rule 229.3 – Specific Eligibility of Memorial Monument
 - Rule 229.7 – Deaths Not Included

1.2.0 Unit Goal: Review and discuss various aspects of a Telecommunicator’s Role and Responsibilities as a member of public safety.

1.2.1 Learning Objective: Define the term Telecommunicator as defined in the Texas Occupations Code.

- Occupations Code, Sec. 1701.001. Definitions.
- "Telecommunicator" means a person acknowledged by the commission and employed by or serving a law enforcement agency that performs law enforcement services on a 24-hour basis who receives, processes, and transmits public safety information and criminal justice data for the agency by using a base radio station on a public safety frequency regulated by the Federal Communications Commission or by another method of communication.
- Other titles used for “Telecommunicator.”
Telecommunicator AKA: Call Taker, Dispatcher. An emergency response coordination professional trained to receive, assess, and prioritize emergency requests for assistance, including, but not limited to, the following:
 - Determining the location of the emergency being reported
 - Determining the appropriate law enforcement, fire, emergency medical, or combination of those emergency services to respond to the emergency
 - Coordinating the implementation of that emergency response to the location of the emergency
 - Processing requests for assistance from emergency responders.

NENA Knowledge Base. Retrieved September 10, 2026.

<https://kb.nena.org/wiki/Telecommunicator>

1.2.2 Learning Objective: Define the term Emergency as defined in the Texas Occupation Code 1701.405.

- Occupations Code, Sec. 1701.405. Telecommunicators.
- “Emergency” means the occurrence or imminent threat of damage, injury, or loss of life or property resulting from an extraordinary natural or man-made cause.

1.2.3 Learning Objective: Define the term Communication.

- Communications is the act or process of using words, sounds, signs, or behavior to express or exchange information or to express thoughts, feelings, etc., to another person.

Communication. Merriam-Webster.com. Retrieved September 10, 2026.

1.2.4 Learning Objective: Define types of a Public Safety Answering Point (PSAP).

- An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.
 - Primary PSAP: A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.
 - Secondary PSAP: A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.
 - Alternate PSAP: A PSAP designated to receive calls when the primary PSAP is unable to do so.
 - Consolidated PSAP: A facility where multiple Public Safety Agencies choose to operate as a single 9-1-1 entity.
 - Legacy PSAP: A PSAP that cannot process calls received via i3-defined call interfaces (IP-based calls) and still requires the use of CAMA or ISDN trunk technology for delivery of 9-1-1 emergency calls.
 - Serving PSAP: The PSAP to which a call would normally be routed.

NENA Knowledge Base, Retrieved September 10, 2026.

<https://kb.nena.org/wiki/Telecommunicator>

1.2.5 Learning Objective: Explain the roles and responsibilities of a Telecommunicator at a Public Safety Answering Point (PSAP).

- Public Safety Communications Call Taker
 - A Public Safety Communications Call Taker processes emergency and non-emergency incidents for assistance, while providing excellent customer service by gathering, analyzing, prioritizing, and relaying accurate information to efficiently ensure the safety of the public and responders.
- Law Enforcement Telecommunicator
 - The function of a Law Enforcement Telecommunicator is to communicate with law enforcement services by analyzing, prioritizing, processing and recording calls and analyzing and disseminating data to ensure the safety of responders and the public by maintaining radio contact with officers while providing excellent customer service.
- Fire Telecommunicator
 - A Fire Telecommunicator is responsible for facilitating access to fire resources and emergency management services by accurately receiving, analyzing, prioritizing, coordinating, and processing incidents in a timely and efficient manner. This role involves managing resources, maintaining clear communication, and delivering excellent customer service to ensure the safety of the public and responders through situational awareness.

- Emergency Medical Services Telecommunicator
 - An EMS Telecommunicator is one who provides dispatch service by analyzing, prioritizing, and processing incidents while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for emergency medical service while providing excellent customer service in accordance with local, state, and national standards.

INSTRUCTOR NOTE:

Provide access and review with trainees: APCO ANS 3.103.3.2025, Minimum Training Standards for Public Safety Telecommunicators. Chapter 7 – 10.

<https://www.apcointl.org/~documents/standard/31033-2025-public-safety-telecommunicator>

1.3.0 Unit Goal: Review how Quality Assurance (QA), Quality Control (QC), Quality Improvement (QI) and performance standards are used to recognize excellence, identify areas needing improvement and ensure performance measures are met.

1.3.1 Learning Objective: Define Quality Assurance (QA).

- Quality Assurance (QA) - All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. APCO/NENA ANS 1.107.2-2025. Glossary, Page 71. <https://www.apcointl.org/~documents/standard/1107x-establishment-of-a-quality-assurance-and-quality-improvement-program-for-emergency-communications-centers>

1.3.2 Learning Objective: Define Quality Control (QC).

- Quality Control (QC) - a system for verifying and maintaining a desired level of quality in an existing product or service by careful planning, use of proper equipment, continued inspection, and corrective action as required.

Quality Control. Dictionary.com, Retrieved September 10, 2026. Collins English Dictionary 2012.

1.3.3 Learning Objective: Define Quality Improvement (QI).

- Quality Improvement (QI) - An organized system that assesses and evaluates the process to improve the quality of services provided.

Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. APCO/NENA ANS 1.107.2-2025. Glossary, Page 72. <https://www.apcointl.org/~documents/standard/1107x-establishment-of-a-quality-assurance-and-quality-improvement-program-for-emergency-communications-centers>

Unit 1 Roles and Responsibilities

Glossary/Acronyms

Alternate PSAP - A PSAP designated to receive calls when the primary PSAP is unable to do so.

Communication - An act or instance of transmitting; information communicated; information transmitted or conveyed; a verbal or written message; a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior; or exchange of information.

Consolidated PSAP - A facility where multiple Public Safety Agencies choose to operate as a single 9-1-1 entity.

Emergency - "Emergency" means the occurrence or imminent threat of damage, injury, or loss of life or property resulting from an extraordinary natural or man-made cause.

Legacy PSAP - A PSAP that cannot process calls received via IP-defined call interfaces (IP-based calls) and still requires the use of CAMA or ISDN trunk technology for delivery of 9-1-1 emergency calls.

Primary PSAP - A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.

Public Safety Answering Point - An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy. See also: Primary PSAP, Secondary PSAP, Alternate PSAP, Consolidated PSAP, Legacy PSAP, and Serving PSAP.

Quality Assurance (QA) - All actions are taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

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Quality Improvement (QI) - An organized system that assesses and evaluates the process to improve the quality of services provided.

Secondary PSAP - A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.

Serving PSAP - The PSAP to which a call would normally be routed.

Telecommunicator - "Telecommunicator" means a person acknowledged by the Commission and employed by or serving a law enforcement agency that performs law enforcement services on a 24-hour basis who receives, processes, and transmits public safety information and criminal

justice data for the agency by using a base radio station on a public safety frequency regulated by the Federal Communications Commission or by another method of communications.

Telecommunicators may also have a title of: Public Safety Call Taker, Law Enforcement Dispatcher, Radio Dispatcher, Public Safety Dispatcher, Fire Dispatcher, and EMS Dispatcher. These are just a few of the most common titles; some agencies may have other titles for Telecommunicators.