ARC 0736D

LAW ENFORCEMENT ACADEMY[501]

Adopted and Filed

Rulemaking related to public safety telecommunicator standards

The Iowa Law Enforcement Academy Council hereby rescinds Chapter 10, "Reserve Peace Officers," and adopts a new Chapter 10, "Public Safety Telecommunicator Standards," Iowa Administrative Code.

Legal Authority for Rulemaking

This rulemaking is adopted under the authority provided in Iowa Code chapters 17A and 80B.

State or Federal Law Implemented

This rulemaking implements, in whole or in part, Iowa Code chapter 80B.

Purpose and Summary

Chapter 10 describes the minimum training standards for public safety telecommunicators and required professional development. As a part of the Red Tape Review required by Executive Order 10, this chapter was reviewed and revised.

Public Comment and Changes to Rulemaking

Notice of Intended Action for this rulemaking was published in the Iowa Administrative Bulletin on September 2, 2026, as **ARC 0526D**. Public hearings were held on the following date:

- September 23, 2026

No one attended the public hearings.

Chris Collins on behalf of the Iowa Chapter of the National Emergency Number Association (NENA); Tony Keefe, the Director of LeeComm in Lee County; Todd Malone on behalf of the Iowa Association of Public Safety Communications Officials (APCO); Erin Froning, Communications Supervisor from Clear Lake Police Department; and Jason Hoffman, Communications Director and 911 Coordinator for Carroll County, sent in written comments concerning the change in rule 501—10.1(80B) naming the group established by Iowa Code section 80B.11C a training committee in lieu of a training board and providing structure as to its formation. Their concern was essentially that Iowa Code section 80B.11C should be followed. Their second comment was that organizations such as National Emergency Number Association, Association of Public Safety Communications Officials International and their Iowa chapters should be recognized as qualifying professional development.

Todd Malone on behalf of the Iowa APCO and Chris Collins on behalf of Iowa NENA sent in a second written comment asking that the organizations included in Iowa Code section 80B.11C be added to rule 501—10.1(80B) despite the goal to reduce duplication from the Iowa Code in the Iowa Administrative Code. They also requested that the appointment process be included in the rule. They again requested that recognized organizations such as Iowa APCO and Iowa NENA be recognized as qualifying professional development.

Jennifer Ackerman, a Winnebago County Supervisor and 911 Coordinator, sent in written comments supporting the proposed rulemaking and the restructuring of the public safety telecommunicator training board into a committee with formally appointed members. Jennifer Ackerman further supported agency administrators having the flexibility to implement professional development as they deem applicable to their duties.

Robert Johannesen from Cedar Rapids State Radio sent in a written comment that the rules should be left as written despite APCO and NENA's efforts to circumvent the Academy's basic training.

Changes from the Notice have been made. Rule 501—10.1(80B) was revised to clarify that the members of the public safety telecommunicator training committee would be comprised of the entities listed in Iowa Code section 80B.11C because the public comments suggested that intent was not clear.

Subrule 10.2(2) was revised to clarify that agency administrators are responsible for ensuring their public safety telecommunicators complete the basic training course. Rule 501—10.9(80B) was added to require the filing of status forms to ensure the Academy's records are accurate.

Adoption of Rulemaking

This rulemaking was adopted by the Council on October 7, 2026.

Fiscal Impact

This rulemaking has no fiscal impact to the State of Iowa.

Jobs Impact

After analysis and review of this rulemaking, no impact on jobs has been found.

Waivers

Any person who believes that the application of the discretionary provisions of this rulemaking would result in hardship or injustice to that person may petition the Council for a waiver of the discretionary provisions, if any, pursuant to 7—Chapter 2504.

Review by Administrative Rules Review Committee

The Administrative Rules Review Committee, a bipartisan legislative committee which oversees rulemaking by executive branch agencies, may, on its own motion or on written request by any individual or group, review this rulemaking at its regular monthly meeting or at a special meeting. The Committee's meetings are open to the public, and interested persons may be heard as provided in Iowa Code section 17A.8(6).

Effective Date

This rulemaking will become effective on January 1, 2027.

The following rulemaking action is adopted:

ITEM 1. Rescind 501—Chapter 10 and adopt the following **new** chapter in lieu thereof:

CHAPTER 10
PUBLIC SAFETY TELECOMMUNICATOR STANDARDS

501—10.1(80B) Public safety telecommunicator training committee. A training committee for public safety telecommunicators comprised of the entities identified in Iowa Code section 80B.11C is established to consult with the director on minimum training standards. Members of the committee will be appointed by the director to serve a term of three years and will meet at the call of the director.

This rule is intended to implement Iowa Code sections 7E.3, 7E.4, and 80B.11C.

501—10.2(80B) Time to complete basic training course.

10.2(1) *Basic training required.* All persons employed primarily as public safety telecommunicators will successfully complete the academy basic training course within one year of their date of hire.

10.2(2) *Agency administrator responsibility.* It is the responsibility of the agency administrator to ensure that all telecommunicators under the agency administrator's direction complete the academy basic training course within one year of employment.

This rule is intended to implement Iowa Code section 80B.11C.

501—10.3(80B) Qualifications for reciprocity. An individual employed as a full-time public safety telecommunicator within the 12-month period immediately preceding application, with two years of experience, may apply for reciprocity. In determining whether to grant reciprocity, the council will

consider whether the telecommunicator completed a comparable training course and any other relevant information received by the council.

This rule is intended to implement Iowa Code section 80B.11C.

501—10.4(80B) Minimum standards for academy basic training course. The academy basic training course will consist of at least 40 hours, including a summative written assessment and a minimum of 8 hours practical application, and will be provided by council-approved instructors.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

501—10.5(80B) Public safety telecommunicator academy basic training curriculum. The council-approved curriculum for the academy basic training course will include but is not limited to:

10.5(1) Core concepts.

a. Roles and responsibilities.

b. Legal concepts, including Iowa law.

c. Resource awareness.

d. Quality assurance.

10.5(2) Core competencies.

a. Call processing.

b. Emergency communications technology.

c. Radio communication.

d. Interpersonal communications.

e. Emergency management.

f. Stress management and motivation.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

501—10.6(80B) Professional development requirements. The agency administrator will ensure compliance with professional development for all employed public safety telecommunicators. All employed telecommunicators will complete a minimum of 16 hours of telecommunicator-related professional development annually. The agency administrator will determine whether training is telecommunicator related.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

501—10.7(80B) Professional development records. The agency administrator will ensure that professional development records are regularly maintained and that the records are made available for inspection upon request of the council. Professional development records will include the following:

1. An overview of the training.
2. The name of the instructor who conducted the training.
3. The name of the individual who completed the training.
4. The length of the training.
5. The date and location where the training took place.
6. The scores, if any, achieved by the telecommunicator to show proficiency in or understanding of the subject matter.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

501—10.8(80B) Break in service. A public safety telecommunicator who has had a break in service as an Iowa public safety telecommunicator will complete the following training within one year of hire:

10.8(1) If the break in service is from 12 months to three years, a minimum of 24 hours of professional development.

10.8(2) If the break in service is more than three years, a minimum of 40 hours of professional development.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

501—10.9(80B) Status forms. The academy will be provided with the approved report of hire or separation within ten days of the event.

This rule is intended to implement Iowa Code section 80B.11C.

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EDITOR'S NOTE: For replacement pages for IAC, see IAC Supplement 11/11/26.