

**CITY OF FERGUSON  
OFFICE OF THE CHIEF OF POLICE****Index as:**

Dispatcher Training

**DISPATCHER TRAINING****625.00 PURPOSE**

The purpose of this General Order is to establish a directive that requires employees of the communication center of the Ferguson Police Department to receive annual training as required and defined in Missouri State Statutes and administrative Law.

**625.01 POLICY**

It is the policy of the Ferguson Police Department to provide annual training that meets or exceeds requirements as defined by Missouri State statutes and administrative law. The training of communication employees will insure that the knowledge and skills are improved upon to ensure professional, prompt, and reliable service for the agency and the community we serve.

**625.02 PROCEDURE**

- A. Initial training requirements for telecommunicators who answer 911 calls that come to public safety answer points shall be as follows:
  - 1) Police telecommunicator.....16 hours
- B. All persons employed as a telecommunicator in this state shall be required to complete ongoing training so long as such person engages in the occupation as a telecommunicator. Such persons shall complete at least twenty-four hours of ongoing training every three years by such persons or organizations as provided in subsection 6 of 650.340. The reporting period for the ongoing training under this subsection shall run concurrent with the existing continuing education reporting periods for Missouri peace officers pursuant to chapter 590.
- C. Any person employed as a telecommunicator on August 28, 1999, shall not be required to complete the training requirement as provided in 625.02 Subsection A. Any person hired as a telecommunicator after August 28, 1999, shall complete the training requirements as provide in 625.02 Subsection A, 1. within twelve months of the date such person is employed as a telecommunicator.

**625.03 TRAINING RECORDS**

GENERAL ORDER 625.00

December 29, 2011

Rev. August 28, 2012

- A. It is the responsibility of the supervisor of Communications to maintain training records, certificates and waivers for each telecommunicator employed. Certified copies of certificates and transcripts may be used in place of originals.
- B. It is incumbent upon the supervisor of Communications to certify telecommunicators meet the requirements.

**625.04 911 TRAINING AND STANDARDS ACT**

The provisions of the policy are drafted from RSMo. 650.340.

By order of:



COLONEL THOMAS JACKSON  
Chief of Police

Distribution

All Department Personnel

MPCCF Reference 36.16