

LAW ENFORCEMENT ACADEMY[501]

Regulatory Analysis

Notice of Intended Action to be published: 501—Chapter 10
“Public Safety Telecommunicator Standards”

Iowa Code section(s) or chapter(s) authorizing rulemaking: 17A and 80B
State or federal law(s) implemented by the rulemaking: Iowa Code chapter 80B

Public Hearing

A public hearing at which persons may present their views orally or in writing will be held as follows:

July 15, 2026
9 to 10 a.m.

In person: 7105 NW 70th Avenue
Burma Road, Building A41
Johnston, Iowa
Online: us06web.zoom.us/j/81468082578

Public Comment

Any interested person may submit written comments concerning this Regulatory Analysis, which must be received by the Iowa Law Enforcement Academy no later than 4:30 p.m. on July 15, 2026. Comments should be directed to:

Kristi Traynor
Iowa Law Enforcement Academy
P.O. Box 130
Johnston, Iowa 50131
Email: kristi.traynor@iowa.gov

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.

Analysis of Impact

1. Persons affected by the proposed rulemaking:

• **Classes of persons that will bear the costs of the proposed rulemaking:**

This proposed rulemaking does not have a cost to the public.

• **Classes of persons that will benefit from the proposed rulemaking:**

This proposed rulemaking will benefit public safety telecommunicators by clearly defining the minimum standards of training for public safety telecommunicators and requirements for their professional development.

2. Impact of the proposed rulemaking, economic or otherwise, including the nature and amount of all the different kinds of costs that would be incurred:

• **Quantitative description of impact:**

Iowa's public safety telecommunicators and law enforcement will benefit from updated training processes. The new format also allows the public safety telecommunicator basic training course to be kept in alignment with current training standards and best practices.

- **Qualitative description of impact:**

Public safety telecommunicators, law enforcement, and the public will benefit from minimum training standards for public safety telecommunicators.

3. **Costs to the State:**

- **Implementation and enforcement costs borne by the agency or any other agency:**

Individuals attending the required training course, or their employers, will bear the costs of the training course, as they always have.

- **Anticipated effect on State revenues:**

This proposed rulemaking has no anticipated impact on State revenues.

4. **Comparison of the costs and benefits of the proposed rulemaking to the costs and benefits of inaction:**

This proposed rulemaking streamlines Chapter 10 and eliminates unnecessary burdens.

5. **Determination whether less costly methods or less intrusive methods exist for achieving the purpose of the proposed rulemaking:**

This proposed rulemaking has been streamlined, clarified, and made less restrictive where possible in accordance with the goals and directives of Executive Order 10.

6. **Alternative methods considered by the agency:**

- **Description of any alternative methods that were seriously considered by the agency:**

No alternative methods were considered.

- **Reasons why alternative methods were rejected in favor of the proposed rulemaking:**

Not applicable.

Small Business Impact

If the rulemaking will have a substantial impact on small business, include a discussion of whether it would be feasible and practicable to do any of the following to reduce the impact of the rulemaking on small business:

- Establish less stringent compliance or reporting requirements in the rulemaking for small business.

- Establish less stringent schedules or deadlines in the rulemaking for compliance or reporting requirements for small business.

- Consolidate or simplify the rulemaking's compliance or reporting requirements for small business.

- Establish performance standards to replace design or operational standards in the rulemaking for small business.

- Exempt small business from any or all requirements of the rulemaking.

If legal and feasible, how does the rulemaking use a method discussed above to reduce the substantial impact on small business?

The proposed rulemaking does not have a substantial impact on small business. This rulemaking does not establish design or operational standards.

Text of Proposed Rulemaking

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 is established under Iowa Code section 7E.3(3) to consult with the director on minimum training standards. Members of the committee will meet at the call of the director and will be appointed by the director to serve a term of three years.

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 receive 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.