



# NM911 Program

## 911 Related Training Guidance

**Statutory Reference:** [N. M. S. A. 1978, § 63-9D-4](#)

**Rule:** [NMAC 10.6.2.11.E. Funding, eligible costs](#)

**Rule:** [NMAC 10.6.2.16 TELECOMMUNICATOR / DISPATCHER TRAINING](#)

**The E-911 statute requires that all PSAPs have properly trained staff. The E-911 fund can cover course registration fees and related travel expenses for training courses. The training budget within the NM911 grant agreement is calculated by number of positions and the priority use of the funding is to enhance the dispatcher's ability to handle 911 calls.**

PSAP Training Plan should be developed pursuant to [NMSA 1978, § 63-9D-4](#) and the [Public Safety Telecommunicator Training Act](#). Telecommunicators should be trained and licensed pursuant to [NMAC 10.29.7](#). PSAPs that provide Emergency Medical Dispatch services should ensure EMD personnel are trained and licensed pursuant to [NMAC 7.27.2](#). APCO and NENA Training Standards should be considered as well. Consider courses that are:

- Accredited for dispatch CDEs by the [Dept of Public Safety \(DPS\) Law Enforcement Academy \(LEA\)](#).
- Approved for EMD CEs by the [Dept of Health \(DOH\) Emergency Medical Service \(EMS\) Bureau](#).
- Provided by approved vendors like Powerphone, Priority Dispatch, and TTCS.
- Through [CNM's Public Safety 911 Dispatcher Certificate Program](#).
- Through your [NM APCO/NENA chapter](#).

**The process to utilize your NM911 training funds can be broken down into two phases: Pre-Approval and Reimbursement**

### **Pre-Approval Phase**

1. Find a course that fit your training plan and receive a quote.
2. Submit email to NM911 Program Manager for pre-approval.
  - a. Email should detail cost per attendee, names of dispatchers attending, date of course, and vendor.
  - b. Attachments to the email should include quote and course flyer, if applicable.
3. NM911 Program Manager will review request for completeness, budget sufficiency, and program compliance.
4. NM911 Program Manager will provide pre-approval via email with a budget tracking spreadsheet.
5. PSAP will coordinate with fiscal agent to procure training and complete expenditure. Pre-approval provides assurance that funding is secured against your NM911 Grant Agreement.

### **Reimbursement Phase**

1. Submit Training Reimbursement via e-mail to NM911 Program Manager.
  - a. Request should be in memo format on fiscal agent letterhead and signed by grantee representative.
  - b. Request should detail total amount being requested for reimbursement.
  - c. Attach the following supporting documentation: invoice, proof of payment, and proof of course completion.
2. NM911 Program Manager will review and process for reimbursement. Reimbursement should be received within 30 days of Program Manager receiving a complete reimbursement packet.

**\*Reimbursement requests submitted without the required pre-approval or proof of course completion will be evaluated on a case by case basis and may not be reimbursed.**

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