

The Atascosa County Communications Center is an entity that provides communications support to the Atascosa County Sheriff's Office, Atascosa County Constables, Jourdanton Police Department, Lytle Police Department, Poteet Police Department, Poteet ISD Police Department, Texas State Troopers, Texas Rangers, Texas Parks and Wildlife, the ten volunteer Fire Departments of Ata-Bexar, Campbellton, Charlotte, Christine, Jourdanton, Lytle, Leming, Pleasanton, Poteet, and Rossville, the Atascosa County Fire Marshal, Atascosa County Emergency Manager, and Atascosa County EMS as well as medical aircraft units. They provide 911 services to Pleasanton Police Department.

Our Communications Center operates under high levels of stress at times and we are constantly evolving and learning new aspects of our job. Our number one priority is to keep our responders safe and to provide excellent public service. To provide these services, training is not optional. Our Communications Officers spend time on their days off to complete training courses that help them do their very best each day. It is crucial to be accurate and make good decisions each and every time.

The Texas Commission on Law Enforcement requires that a newly hired Communications Officer become licensed within **one year** of initial appointment. To become licensed, the following requirements must be met:

- Completion of Basic Telecommunicator
- Completion of TCOLE Rules Overview
- Successfully pass the TCOLE Licensing Exam for Telecommunicators
- Pre-appointment documentation including a drug screen, physical, background check, and psychiatric evaluation must be on file prior to the appointment start date.

The Texas Department of Public Safety requires that every Communications Officer complete the following courses within the first **six months** of appointment:

- TLETS/NLETS Basic Procedures
- TCIC/NCIC Full Access
- CJIS Security Awareness
- Crisis Communications

The Communications Supervisor requires the following courses be completed within the first **60 days** of employment

- IS-100.b Introduction to Incident Command System
- IS-200.b Incident Command System for Single Resources & Initial Action Incidents
- IS-247.a Integrated Public Alert & Warning System (IPAWS)

- IS-701.a NIMS Multi-Agency Coordination System
- IS-703.a NIMS Resource Management
- IS-800.b National Response Framework: An Introduction

The Communications Supervisor also assists the Communications Officers to reach additional levels of licensing within the Texas Commission of Law Enforcement. Specific courses such as: Ethics, Cultural Diversity, TDD/TTY, and Spanish must be completed prior to advancing to a higher level of licensing.

As of 2018, we are proud to employ 1 Basic, 4 Intermediates, and 4 Masters.

Basic – at least 1 year of service and an active license

Intermediate – at least 2 years of service, an active license, and 120 hours of training

Advanced – at least 4 years of service, an active license, and 240 hours of training

Master – at least 8 years of service, an active license, and 500 hours of training