

Press Release

Denton County Sheriff's Office

Communications Training

Trainees graduate from an extensive training program that usually lasts 6 to 9 months. In addition, they must take several hours of state-mandated training, which includes a Basic 40-hour Telecommunication course and State Licensing Exam, TCOLE online course and test, TDD/TTY (Telecommunication Device for the Deaf) and Life on the line classes, Crisis Communications certification, NCIC-TCIC Full Access training as well as CPR- AED (Automated External Defibrillator) training and EMD (emergency medical dispatcher) training.

In addition to the state and department-mandated training listed above, they must demonstrate proficiency working in each of the four central positions that operate daily in the communications center.

1. Call taking: COs must take administrative and 911 emergency calls for multiple municipalities, DCSO law enforcement, DPS, TABC, Game Wardens, Park Rangers, and Corp. of Engineers. Call takers must master the skills to remain calm and reassure the emergency caller. They must also handle numerous administrative calls for requests such as those for animal control, medical examiners, and any call in need of a law, fire, or ems response.
2. Fire: COs dispatch for 12 different fire departments, handling calls for fire and ems crews. This channel is also the main Teletype channel for all local, state, and federal communications via Teletype for calls as basic as a sick person or as complicated as a multi-alarm structure fire. This channel is also traditionally required to monitor all County alarms, including burglar, fire, and panic alarms in county offices.
3. Patrol2/ Patrol3: These two channels cover the 18 municipalities we cover and all 6 of the Constable offices.
4. Patrol 1: This channel covers all of the DCSO Law groups – Patrol- Warrants – Narcotics, county agencies like MHU, State agencies like DPS, TABC, Parks and Wildlife, and Army Corp of Engineers.

The CO in training must consistently demonstrate a working knowledge of all Denton County, DCSO, and Communication Center Standard Operating Procedures before moving on to the next phase.