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2 An act relating to emergency dispatchers; providing a
3 short title; creating s. 401.465, F.S.; providing
4 definitions; requiring the Department of Health to
5 establish criteria for the certification of 911 emergency
6 dispatchers; providing requirements for certification;
7 requiring the department to determine if an applicant
8 meets the requirements for certification; requiring the
9 department to establish a procedure for certificate
10 renewal; providing for the expiration and renewal of
11 certificates; authorizing the department to suspend or
12 revoke a certificate; providing that a certificateholder
13 may request inactivation of his or her certification;
14 providing requirements for renewing an inactive
15 certificate; requiring the department to establish a
16 procedure for the initial certification of certain 911
17 emergency dispatchers; providing fees for original
18 application and renewal of a certificate; requiring that
19 fees be deposited in a trust fund and used for specified
20 purposes; providing for replacement of a lost or destroyed
21 certificate; requiring the department to issue a
22 replacement certificate under certain circumstances;
23 providing an effective date.

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25 Be It Enacted by the Legislature of the State of Florida:

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27 Section 1. This act may be cited as the "Denise Amber Lee
28 Act."

29 Section 2. Section 401.5, Florida Statutes, is created to

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30 read:

31 401.465 911 emergency dispatcher certification.--

32 (1) DEFINITIONS.--As used in this section, the term:

33 (a) "911 emergency dispatcher" means a person employed by a
34 state agency or local government as a public safety dispatcher or
35 911 operator whose duties and responsibilities include answering
36 911 calls; dispatching law enforcement officers, fire rescue
37 services, emergency medical services, and other public safety
38 services to the scene of an emergency; providing real-time
39 information from federal, state, and local crime databases; or
40 supervising or serving as the command officer to a person or
41 persons having such duties and responsibilities. However, the
42 term does not include administrative support personnel,
43 including, but not limited to, those whose primary duties and
44 responsibilities are in accounting, purchasing, legal, and
45 personnel.

46 (b) "Department" means the Department of Health.

47 (2) PERSONNEL; STANDARDS AND CERTIFICATION.--

48 (a) Any person who desires to be certified or recertified
49 as a 911 emergency dispatcher may apply to the department under
50 oath on forms provided by the department. The department shall
51 establish by rule educational and training criteria for the
52 certification and recertification of 911 emergency dispatchers.

53 (b) The department shall determine whether the applicant
54 meets the requirements specified in this section and in rules of
55 the department and shall issue a certificate to any person who
56 meets such requirements. Such requirements must include, but need
57 not be limited to, the following:

58 1. Completion of an appropriate 911 emergency dispatcher

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59 training program that is equivalent to the most recently approved
60 emergency dispatcher course of the Department of Education and
61 consists of not less than 208 hours;

62 2. Completion and documentation of at least 2 years of
63 supervised full-time employment as a 911 emergency dispatcher
64 since January 1, 2002;

65 3. Certification under oath that the applicant is not
66 addicted to alcohol or any controlled substance;

67 4. Certification under oath that the applicant is free from
68 any physical or mental defect or disease that might impair the
69 applicant's ability to perform his or her duties;

70 5. Submission of the application fee prescribed in
71 subsection (3); and

72 6. Submission of a completed application to the department
73 which indicates compliance with subparagraphs 1., 2., 3., and 4.

74 (c) The department shall establish by rule a procedure for
75 the biennial renewal certification of 911 emergency dispatchers.

76 (d) Each 911 emergency dispatcher certificate expires
77 automatically if not renewed at the end of the 2-year period and
78 may be renewed if the holder meets the qualifications for renewal
79 as established by the department. A certificate that is not
80 renewed at the end of the 2-year period automatically reverts to
81 an inactive status for a period that may not exceed 180 days.

82 Such certificate may be reactivated and renewed within the 180-
83 day period if the certificateholder meets all other
84 qualifications for renewal and pays a \$50 late fee. Reactivation
85 shall be in a manner and on forms prescribed by department rule.

86 (e) The department may suspend or revoke a certificate at
87 any time if it determines that the certificateholder does not

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88 meet the applicable qualifications.

89 (f) A certificateholder may request that his or her 911
90 emergency dispatcher certificate be placed on inactive status by
91 applying to the department before his or her current
92 certification expires and paying a fee set by the department
93 which may not exceed \$100.

94 1. A certificateholder whose certificate has been on
95 inactive status for 1 year or less may renew his or her
96 certificate pursuant to the rules adopted by the department and
97 upon payment of a renewal fee set by the department which may not
98 exceed \$100.

99 2. A certificateholder whose certificate has been on
100 inactive status for more than 1 year may renew his or her
101 certificate pursuant to rules adopted by the department.

102 3. A certificate that has been inactive for more than 6
103 years automatically expires and may not be renewed.

104 (g) The department shall establish by rule a procedure for
105 the initial certification of 911 emergency dispatchers as defined
106 in this section who have documentation of at least 5 years of
107 supervised full-time employment as a 911 emergency dispatcher
108 since January 1, 2002.

109 (3) FEES.--

110 (a) The fee for application for the 911 emergency
111 dispatcher original certificate is \$75.

112 (b) The application fee for the 911 emergency dispatcher
113 biennial renewal certificate is \$100.

114 (c) Fees collected under this section shall be deposited
115 into the Emergency Medical Services Trust Fund and used solely
116 for salaries and expenses of the department incurred in

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117 administering this section.

118 (d) If a certificate issued under this section is lost or
119 destroyed, the person to whom the certificate was issued may,
120 upon payment of a fee set by the department which may not exceed
121 \$25, obtain a duplicate or substitute certificate.

122 (e) Upon surrender of the original 911 emergency dispatcher
123 certificate and receipt of a replacement fee set by the
124 department which may not exceed \$25, the department shall issue a
125 replacement certificate to make a change in name.

126 Section 3. This act shall take effect October 1, 2008.