

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

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

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 24           Section 1.   Section 401.465, Florida Statutes, is created  
 25   to read:

- 26           401.465   911 emergency dispatcher certification.--  
 27           (1)   DEFINITIONS.--As used in this section, the term:  
 28           (a)   "911 emergency dispatcher" means a person employed by

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

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

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

43 (a) Any person who desires to be certified or recertified  
 44 as a 911 emergency dispatcher may apply to the department under  
 45 oath on forms provided by the department. The department shall  
 46 establish by rule educational and training criteria for the  
 47 certification and recertification of 911 emergency dispatchers.  
 48 The department shall determine whether the applicant meets the  
 49 requirements specified in this section and in rules of the  
 50 department and shall issue a certificate to any person who meets  
 51 such requirements. Such requirements must include, but need not  
 52 be limited to:

53 1. Completion of an appropriate 911 emergency dispatcher  
 54 training program that is equivalent to the most recently  
 55 approved emergency dispatcher course of the Department of  
 56 Education and that consists of not less than 208 hours.

57 2. Completion and documentation of at least 2 years of  
58 supervised full-time employment as a 911 emergency dispatcher  
59 since January 1, 2002.

60 3. Certification under oath that the applicant is not  
61 addicted to alcohol or any controlled substance.

62 4. Certification under oath that the applicant is free  
63 from any physical or mental defect or disease that might impair  
64 the applicant's ability to perform his or her duties.

65 5. Submission of the application fee prescribed in  
66 subsection (3).

67 6. Submission of a completed application to the department  
68 which indicates compliance with subparagraphs 1.-4.

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

71 (d) Each 911 emergency dispatcher certificate expires  
72 automatically if not renewed at the end of the 2-year period and  
73 may be renewed if the holder meets the qualifications for  
74 renewal as established by the department. A certificate that is  
75 not renewed at the end of the 2-year period automatically  
76 reverts to an inactive status for a period that may not exceed  
77 180 days. Such certificate may be reactivated and renewed within  
78 the 180-day period if the certificateholder meets all other  
79 qualifications for renewal and pays a \$50 late fee. Reactivation  
80 shall be in a manner and on forms prescribed by department rule.

81 (e) The department may suspend or revoke a certificate at  
82 any time if it determines that the certificateholder does not  
83 meet the applicable qualifications.

84 (f) A certificateholder may request that his or her 911

85 emergency dispatcher certificate be placed on inactive status by  
 86 applying to the department before his or her current  
 87 certification expires and paying a fee set by the department  
 88 which may not exceed \$100.

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

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

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

99 (3) FEES.--

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

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

104 (c) Fees collected under this section shall be deposited  
 105 into the Emergency Medical Services Trust Fund and used solely  
 106 for salaries and expenses of the department incurred in  
 107 administering this section.

108 (d) If a certificate issued under this section is lost or  
 109 destroyed, the person to whom the certificate was issued may,  
 110 upon payment of a fee set by the department which may not exceed  
 111 \$25, obtain a duplicate or substitute certificate.

112 (e) Upon surrender of the original 911 emergency

CS/HB 997

2008

113 dispatcher certificate and receipt of a replacement fee set by  
114 the department which may not exceed \$25, the department shall  
115 issue a replacement certificate to make a change in name.

116 Section 2. This act shall take effect October 1, 2008.