



547212

LEGISLATIVE ACTION

|            |   |       |
|------------|---|-------|
| Senate     | . | House |
| Comm: RCS  | . |       |
| 04/01/2009 | . |       |
|            | . |       |
|            | . |       |
|            | . |       |

---

The Committee on Health Regulation (Bennett) recommended the following:

**Senate Amendment (with title amendment)**

Delete everything after the enacting clause  
and insert:

Section 1. Section 401.465, Florida Statutes, is amended to  
read:

401.465 911 emergency dispatcher certification.—

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

(a) "911 emergency dispatcher" means a person employed by a  
state agency or local government as a public safety dispatcher  
or 911 operator whose duties and responsibilities include



547212

12 answering 911 calls; dispatching law enforcement officers, fire  
13 rescue services, emergency medical services, and other public  
14 safety services to the scene of an emergency; providing real-  
15 time information from federal, state, and local crime databases;  
16 or supervising or serving as the command officer to a person or  
17 persons having such duties and responsibilities. However, the  
18 term does not include administrative support personnel,  
19 including, but not limited to, those whose primary duties and  
20 responsibilities are in accounting, purchasing, legal, and  
21 personnel.

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

23 (c) "Certified dispatch training center" means any public  
24 safety agency, as defined in s. 365.171(3)(d), employing 911  
25 emergency dispatchers whose training program is equivalent to  
26 the most recently approved emergency dispatch course in public  
27 safety telecommunications of the Department of Education and  
28 consists of not less than 208 hours.

29 (d) "Certified dispatch training program" means a 911  
30 emergency dispatch training program that is:

31 1. Equivalent to the most recently approved emergency  
32 dispatch course in public safety telecommunications of the  
33 Department of Education and consists of not less than 208 hours;  
34 and

35 2. Offered by an educational institution approved by the  
36 Department of Education to offer such program.

37 (2) PERSONNEL; STANDARDS AND CERTIFICATION.—

38 (a) Effective October 1, 2012, any person serving as a 911  
39 emergency dispatcher must be certified by the department.

40 Notwithstanding this requirement, a public safety agency, as



547212

41 defined s. 365.171(3)(d), may employ a 911 emergency dispatcher  
42 trainee for a period not to exceed 6 months, if the trainee is  
43 under the direct supervision, as determined by rule of the  
44 department, of a certified 911 emergency dispatcher with a  
45 minimum of 2 years' experience.

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

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

57 1. Completion of an appropriate 911 emergency dispatcher  
58 training program that is equivalent to the most recently  
59 approved emergency dispatcher course of the Department of  
60 Education and consists of not less than 208 hours. Each  
61 certified dispatch training center and certified dispatch  
62 training program must apply to the department on forms provided  
63 by the department, to receive approval before being used in  
64 satisfaction of this requirement;

65 ~~2. Completion and documentation of at least 2 years of~~  
66 ~~supervised full-time employment as a 911 emergency dispatcher~~  
67 ~~since January 1, 2002;~~

68 ~~2.3.~~ Certification under oath that the applicant is not  
69 addicted to alcohol or any controlled substance;



547212

70           ~~3.4.~~ Certification under oath that the applicant is free  
71 from any physical or mental defect or disease that might impair  
72 the applicant's ability to perform his or her duties;

73           ~~4.5.~~ Submission of the application fee prescribed in  
74 subsection (3); and

75           ~~5.6.~~ Submission of a completed application to the  
76 department which indicates compliance with subparagraphs 1., 2.,  
77 and ~~3.7 and 4.~~

78           ~~(d)(e)~~ The department shall establish by rule a procedure  
79 for the quadrennial ~~biennial~~ renewal certification of 911  
80 emergency dispatchers.

81           ~~(e)(d)~~ Each 911 emergency dispatcher certificate expires  
82 automatically if not renewed at the end of the 4-year ~~2-year~~  
83 period and may be renewed if the holder meets the qualifications  
84 for renewal as established by the department. A certificate that  
85 is not renewed at the end of the 4-year ~~2-year~~ period  
86 automatically reverts to an inactive status for a period that  
87 may not exceed 180 days. Such certificate may be reactivated and  
88 renewed within the 180-day period if the certificateholder meets  
89 all other qualifications for renewal and pays a \$50 late fee.  
90 Reactivation shall be in a manner and on forms prescribed by  
91 department rule.

92           ~~(f)(e)~~ The department may suspend or revoke a certificate  
93 at any time if it determines that the certificateholder does not  
94 meet the applicable qualifications.

95           ~~(g)(f)~~ A certificateholder may request that his or her 911  
96 emergency dispatcher certificate be placed on inactive status by  
97 applying to the department before his or her current  
98 certification expires and paying a fee set by the department



547212

99 which may not exceed \$100.

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

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

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

110 (h) ~~(g)~~ The department shall establish by rule a procedure  
111 for the initial certification of 911 emergency dispatchers as  
112 defined in this section who have documentation of at least 5  
113 years of supervised full-time employment as a 911 emergency  
114 dispatcher since January 1, 2002. This paragraph shall expire on  
115 October 1, 2012.

116 (3) CERTIFIED DISPATCH TRAINING CENTER; STANDARDS AND  
117 CERTIFICATION.-

118 (a) Each certified dispatch training center shall report  
119 all individuals that have successfully completed a 911 emergency  
120 dispatch course in public safety telecommunication to the  
121 department within 2 weeks of completion date and shall certify  
122 to the department compliance for certification as described in  
123 this section.

124 (b) The department shall establish by rule a procedure for  
125 the quadrennial review and approval of certified dispatch  
126 training centers to verify compliance with training standards  
127 required by this section.



547212

128           (4) CERTIFIED DISPATCH TRAINING PROGRAM; STANDARDS AND  
129 CERTIFICATION.—

130           (a) Each certified dispatch training program shall report  
131 all individuals who have successfully completed a 911 emergency  
132 dispatch course in public safety telecommunication to the  
133 department within 2 weeks after the completion date and shall  
134 certify to the department compliance for certification as  
135 described in this section.

136           (b) The department shall establish by rule a procedure for  
137 the quadrennial review and approval of the certified dispatch  
138 training programs to verify compliance with training standards  
139 required by this section.

140           (5) ~~(3)~~ FEES.—

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

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

145           (c) Fees collected under this section shall be deposited  
146 into the Emergency Medical Services Trust Fund and used solely  
147 for salaries and expenses of the department incurred in  
148 administering this section.

149           (d) If a certificate issued under this section is lost or  
150 destroyed, the person to whom the certificate was issued may,  
151 upon payment of a fee set by the department which may not exceed  
152 \$25, obtain a duplicate or substitute certificate.

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



547212

157       (f) The department shall charge a fee not to exceed \$100  
158 for the initial review and approval of 911 emergency dispatch  
159 training programs offered by certified dispatch training centers  
160 and certified dispatch training programs to determine compliance  
161 with subsection (2). A fee not to exceed \$75 shall be charged  
162 for quadrennial review and approval of training programs  
163 authorized by this section.

164       (g) Employees of certified dispatch training centers are  
165 exempt from all fees.

166       (6) GENERAL APPLICATION PROCEDURES.—

167       (a) The department may by rule require any category of  
168 application or certification to be applied for or renewed online  
169 using an online application. In the case of online renewal, the  
170 department shall provide a fail-safe manner in which the  
171 applicant may print a receipt for the properly prepared  
172 application. Alternatively, when the online application or  
173 renewal system is in operation, the licensing authority may  
174 require payment of an additional fee, not exceeding \$25, to be  
175 paid by applicants who elect to use paper applications or  
176 renewal forms in lieu of the online system.

177       (b) Certified dispatch training centers may electronically  
178 certify to the department employees who have completed training  
179 in compliance with this section.

180       Section 2. Paragraphs (g) and (k) of subsection (1) of  
181 section 401.411, Florida Statutes, are amended to read:

182       401.411 Disciplinary action; penalties.—

183       (1) The department may deny, suspend, or revoke a license,  
184 certificate, or permit or may reprimand or fine any licensee,  
185 certificateholder, or other person operating under this part for



547212

186 any of the following grounds:

187 (g) Unprofessional conduct, including, but not limited to,  
188 any departure from or failure to conform to the minimal  
189 prevailing standards of acceptable practice under this part ~~as~~  
190 ~~an emergency medical technician or paramedic~~, including  
191 undertaking activities when ~~that the emergency medical~~  
192 ~~technician or paramedic is~~ not qualified by training or  
193 experience to perform.

194 (k) Practicing as an emergency medical technician,  
195 paramedic, ~~or other~~ health care professional, or other  
196 professional operating under this part without reasonable skill  
197 and safety to the public ~~patients~~ by reason of illness,  
198 drunkenness, or the use of drugs, narcotics, or chemicals or any  
199 other substance or as a result of any mental or physical  
200 condition.

201 Section 3. This act shall take effect October 1, 2009.

202

203 ===== T I T L E A M E N D M E N T =====

204 And the title is amended as follows:

205 Delete everything before the enacting clause  
206 and insert:

207 A bill to be entitled  
208 An act relating to 911 emergency dispatcher  
209 certification; amending s. 401.465, F.S.; defining the  
210 terms "certified dispatch training center" and  
211 "certified dispatch training program"; authorizing a  
212 public safety agency to employ a 911 emergency  
213 dispatcher trainee for a limited period under certain  
214 conditions; requiring any person serving as a 911





547212

215 emergency dispatcher to be certified by the Department  
216 of Health; revising application requirements for  
217 certification; providing an expiration date for  
218 initial certification of certain 911 emergency  
219 dispatchers; providing certification standards for  
220 certified dispatch training centers and certified  
221 dispatch training programs; requiring the department  
222 to charge fees for the review and approval of training  
223 programs; providing general application procedures for  
224 online licensure applications; amending s. 401.411,  
225 F.S.; revising the grounds in which the department may  
226 deny, suspend, or revoke the certification of a 911  
227 emergency dispatcher; providing an effective date.